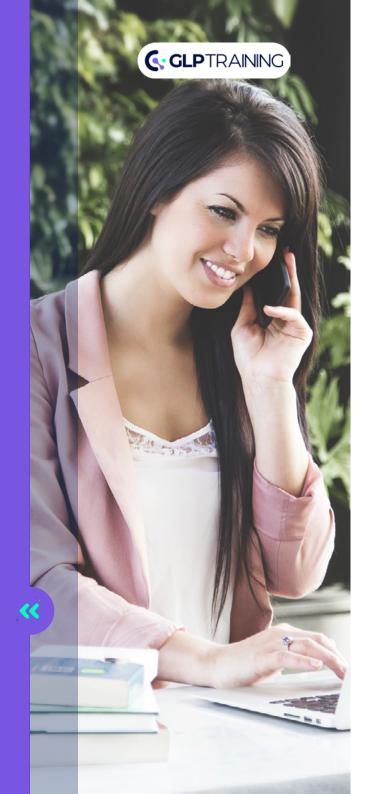






Linked to our Professional Specialisms Pathway providing career advancement and progression opportunities.

find out more



APPRENTICESHIP

CUSTOMER SERVICE PRACTITIONER

The Customer Service Practitioner Level 2 Apprenticeship prepares individuals for a career in customer service. This apprenticeship covers a range of topics, including communication, problem-solving, customer service techniques, product and service knowledge, and teamwork.

Upon completion of the apprenticeship, apprentices will have a solid understanding of customer service and will be able to provide excellent customer service in a variety of settings, including retail, hospitality, and call centres. They will also be equipped with the skills and knowledge to handle customer queries and complaints, resolve problems, and maintain customer relationships.

As a Customer Service Practitioner, they will have a vital role in ensuring that customers receive a high level of service and satisfaction. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to customers. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in customer service such as moving onto the level 3 apprenticeship.



Level 2



13+ months

Approximate on-programme training (does not include EPA period)



£0 to £175

Maximum cost for non-levy employers and micro-businesses



£3,500

Maximum cost/funding for levy employers



Knowledge

- Knowing your customers and organisation
- Meeting regulations and legislation
- Systems and resources
- · Your role and responsibility
- · Customer experience
- Product and service knowledge



Skills

- Self-Awareness and your roles and responsibilities
- Interpersonal skills
- · Your customers
- · Your organisation
- Legislation
- Systems
- The customer experience
- Products and services
- Communication
- · Influencing skills
- Personal organisation and professionalism

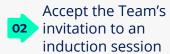
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Behaviours

- Developing self
- · Being open to feedback
- Team working
- Equality treating all customers as individuals
- Presentation and dress code
- · Professional language

ENROLMENT TIMELINE





Register in Bud
(photo evidence of ID required)







CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME















CUSTOMER SERVICE PRACTITIONER ROADMAP

Modules are delivered holistically through-out the programme.

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12		End-Point Assessment
Apprenticeship Induction	Self Awareness and your roles and responsibilities Interpersonal skills	Your customers	Your organisation	Legislation	Systems	The customer experience	Products and services	Communication	Influencing skills	Personal organisation and professionalism	End-Point Assessment Preparation		Highfield
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass		• Work on your showcase
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs		Mock obervationsMock professional discussions
Preparing for your apprenticeship training	What kind of mindset do you have What is self-awareness SWOT Emotional intelligence Tools to self awareness Daniel Coleman learning styles Feedback mechanisms	Understand how establishing the facts enable you to create a customer focused experience and appropriate response Understand how to build trust with a customer and why this is important	company brand and mission statement Company strategy Company market and its	What is a business process? What is a regulation? What legislation do you need to adhere to?	Know how to use systems, equipment and technology to meet the needs of your customers Understand types of measurement and evaluation tools available to monitor customer service levels	Internal and external customers Customer expectations Customer journey Managing customer journeys Customer loyalty Time management theories	Maintaining a positive relationship with customers Escalating issues when there are problems? Why customer issues arise? Resolving issues Advanced questioning skills Improving your service?	Effective communication Questioning techniques Emotional intelligence and customer service Distinction criteria: How to maintain a positive relationship with a customer	Provide clear explanations and offer options in order to help customers make choices that are mutually beneficial to both the custmer and your organisation	Be able to organise yourself, prioritise your own workload/ activity and work to meet deadlines	Use mock EPA materials from EPA company including: Apprentice showcase Practical Observation Professional Discussion	EPA GATEWAY	REMOTE ASSESSMENT Submit showcase LIVE ASSESSMENT Practical observation Professional discussion
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review		-



0 - 6 months Functional Skills based on Prior Qualifications and Assessment results





