



Customer Service Practitioner Level 2 Apprenticeship Standard

Customer Service Practitioners play a vital role as the first point of contact for your clients across all sectors. They provide a high-quality service to customers, be this in the workplace, digitally or meeting external customers face-to-face.

Customer Service Practitioners are key to influencing the customer experience and their satisfaction with your organisation. They will interact with your customers across a wide variety of situations and platforms (via telephone, email, social media, post, text and in person) and in line with the organisation's customer service standards/strategy and appropriate regulatory requirements.

This will include: dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. Whatever the task in hand, a Customer Service Practitioner will demonstrate excellent customer service skills and behaviours as well as comprehensive product and/or service knowledge when delivering to your customers.



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Example job roles

Customer Service Assistant, Sales Assistant, Customer Care Representative, Contact Centre Operative, Receptionist, Customer Advisor/Representative.

Eligibility / Entry requirements:

- Aged 16+ years
- Employed in a customer service role
- Willing to work towards Functional Skills Level 2 Maths and English (if required)

Price

£4,000 (inclusive of End Point Assessment)

Progression route:



Key facts:	
Typical Duration	12-15 months
Study mode/frequency	Regular attendance on bespoke Virtual Learning Environment and face-to-face meetings planned in with a dedicated tutor
Apprenticeship standard	Upon completion the apprentice will receive: <ul style="list-style-type: none">• Customer Service Practitioner Level 2 qualification
Knowledge	<ul style="list-style-type: none">• Understanding the organisation• Knowing your customers• Customer experience• Meeting regulations and legislation• Systems and resources• Product and service knowledge• Influencing skills• Personal organisation and responsibility• Dealing with customer conflict and challenge
Competency/Skills or Behaviours	<ul style="list-style-type: none">• Developing self• Being open to feedback• Working in a team• Equality - treating customers as individuals• "Right first time" attitude• Professionalism
Functional skills	Required to work towards Level 2 in Maths and English, unless exempt with recognised prior learning.
Assessment	End point assessment which may include: test of knowledge; competency based interview; assessment of evidence; presentation & questioning and a professional discussion

Call **01949 20976** or email engagement@srededucation.co.uk for further information.