



# CUSTOMER SERVICE PRACTITIONER

## Level 2, Apprenticeship Standard

### ELIGIBILITY/ENTRY REQUIREMENTS

- Aged 16+ years.
- GCSE grades 3-9 in maths and English or equivalent.

The role of a Customer Service Practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality.

These may be one-off or routine contacts and 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. You may be the first point of contact and work in any sector or organisation type.

### APPRENTICESHIP REQUIREMENTS

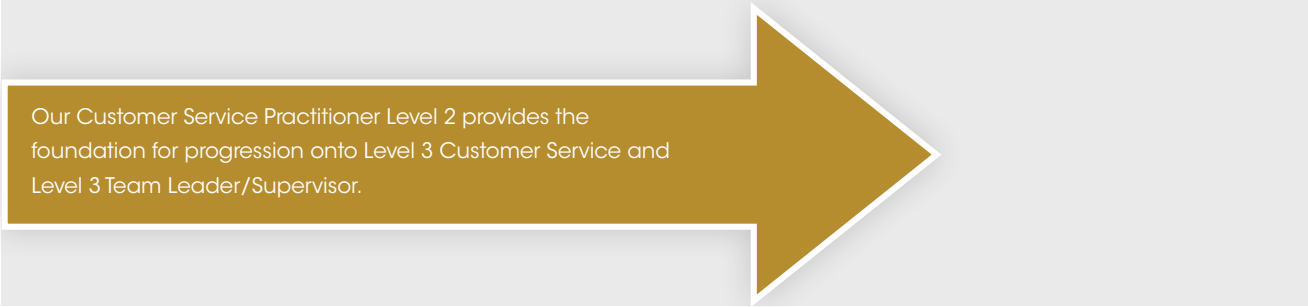
Be able to provide customer service products and services for business and other organisations, including face-to-face, telephone, digital and written contact and communication.



## TYPICAL JOB ROLES IN THIS AREA INCLUDE:

Any role within a business who is first point of contact, ie Receptionist, Telephonist.

## PROGRESSION ROUTE:



Our Customer Service Practitioner Level 2 provides the foundation for progression onto Level 3 Customer Service and Level 3 Team Leader/Supervisor.

### KEY FACTS:

<b>Delivery location</b>	Workplace.
<b>Typical duration</b>	12 months.
<b>Study mode/frequency</b>	<ul style="list-style-type: none"><li>• Blended learning approach and monthly support within the workplace by a dedicated specialised sector assessor.</li><li>• Regular communication throughout the month.</li></ul>
<b>Apprenticeship Standard</b>	Upon completion the apprentice will receive a Customer Service Practitioner Level 2.
<b>Knowledge and skills</b>	<ul style="list-style-type: none"><li>• Knowing your customer</li><li>• Understanding the organisation</li><li>• Meeting regulations and legislation</li><li>• System and resources</li><li>• Customer experience and product knowledge</li></ul>
<b>Competency/skills or behaviours</b>	<ul style="list-style-type: none"><li>• Your actions will influence the customer experience and their satisfaction with your organisation.</li><li>• You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.</li><li>• You will conform to the organisation's customer service standards and strategy and within appropriate regulatory requirements.</li><li>• Your customer interactions may cover a wide range of situations and can include face-to-face, telephone, post, email, text and social media.</li></ul>
<b>Functional Skills</b>	Functional Skills will be required for English and maths at Level 1 or 2 if you have not already attained an equivalent qualification.
<b>Assessment</b>	Apprentices are assessed by a combination of practical observations, professional discussions and a showcase.

For further information contact START on **0161 886 7461** or email **start@tcg.ac.uk**  
Stockport, Trafford, Apprenticeship, Recruitment Team



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