

SRApprenticeships 



CUSTOMER SERVICE PRACTITIONER

Level 2 | Apprenticeship Standard



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Customer Service Practitioner L2

Our Level 2 Customer Service Practitioner programme is designed to help Apprentices 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 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 in line with the organisation's customer service standards/strategy and appropriate regulatory requirements.

Key responsibilities are likely to include dealing with orders; payments, offering advice; guidance and support; sales, fixing problems; and after care.




Overview of Programme

Below are examples of what the Apprenticeship may include. By selecting specified units, Apprentices can also work towards achievement of the Customer Service Certificate and in doing so will gain additional knowledge and skills, whilst also covering elements of the Level 2 Apprenticeship standard.

- Understanding your organisation
- Meeting regulations and legislation
- Product and service knowledge
- Influencing skills
- Personal organisation and responsibility
- Dealing with customer conflict and challenge
- Knowing your customers
- Customer experience

Assessment | End Point Assessment

To successfully complete the Apprenticeship, each Apprentice must pass an independent End Point Assessment, which includes:

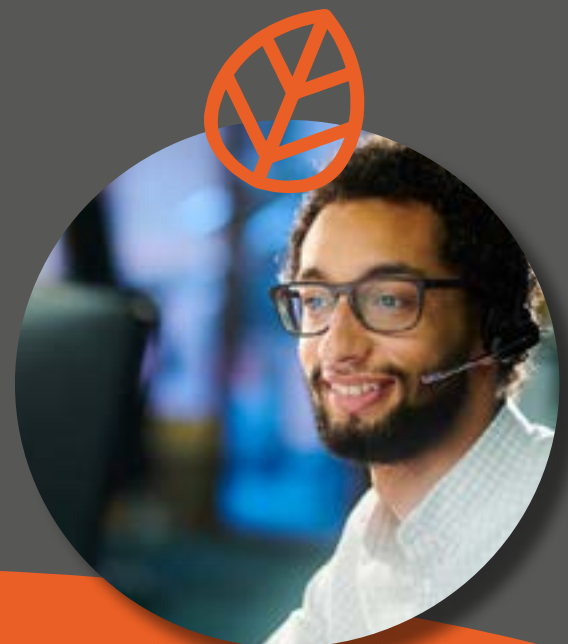
-  Apprenticeship showcase reflecting and presenting examples of their development
-  Practical observation
-  Professional discussion

Successful outcome will be graded as either Pass or Distinction.

Delivery structure

Apprentices have access to modular content, online live delivery or classroom workshop, e-learning, videos, case studies, all delivered via online learning platform or in the workplace.

They will also receive review calls and visits with a dedicated Tutor Assessor.



Knowledge and Skills gained

Interpersonal Skills

Communication

Influencing Skills

Personal Organisation

Dealing with customer conflict and challenge

Behaviours developed

Developing Self

Being open to feedback

Working in a team

Equality: Treating customers as individuals

'Right First Time' attitude and professionalism

Key information

- Duration of Programme:** 15 Months
- Typical Job Roles:** Customer Service Assistant, Sales Assistant, Customer Care Representative, Contact Centre Operative, Receptionist, Customer Advisor/Representative
- Study Mode:** Regular attendance on a bespoke virtual learning environment and face-to-face meetings with a dedicated tutor
- Assessment:** End Point Assessment consisting of a test of knowledge
- Programme Value:** £4,000 (funded by Levy or Government funding depending on company size)
- Qualifications Gained:** L2 Customer Service Practitioner, L2 Certificate in Customer Service, and L2 Functional Skills maths and English (unless exempt with recognised prior learning)
- Progression:** L3 Team Leader/Supervisor

What Next?

We'd love to talk and tell you more about what we do. For more information about Apprenticeships, SR Apprenticeships and the services that we offer, please contact us at hello@sr-apprenticeships.co.uk and we'll email you or call your straight back.





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