

# CUSTOMER SERVICE PRACTITIONER



## Level 2 Apprenticeship

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.

You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation.

You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.

You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements.

Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

### Key information:

#### Typical Job Roles:

Customer support agent, Customer call handler, Customer Service associate and Customer Service agent.

#### Duration:

13 months + End Point Assessment (EPA)/ Apprenticeship Assessment (AA).

#### Minimum Off-the-job required hours (OTJT):

305 hrs over the duration of the programme.

#### Qualifications Gained:

- Level 2 Customer Service Practitioner Apprenticeship standard
- Level 2 Functional Skills Maths and English (if applicable)

#### Progression:

- Customer Service Specialist Level 3
- Team Leader Level 3

#### Programme Value:

£3,500 (funded by the Skills Levy or through government funding dependent on company size).



76% of employers say that training existing employees through apprenticeships improves staff retention, and 62% of apprentices stay working for the company that trained them after completion.

This programme can be tailored to your individual business needs. SR Apprenticeships can bespoke to ensure we incorporate your required knowledge, skills and behaviours. To find out more please contact [hello@sr-apprenticeships.co.uk](mailto:hello@sr-apprenticeships.co.uk) to arrange a call/meeting.