



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. 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.

Your training will include the following topics:

- Developing self & being open to feedback
- Knowing Your Customers and your role and responsibilities
- Understanding the organisation
- Meeting Regulations and legislation, Equality
- Systems and Resources
- Customer Experience, Product Knowledge & Personal organisation
- Influencing skills & Teamwork
- Dealing with customer conflict & Challenge

EPA Requirements:

- Practical Observation
- Professional Discussion
- Apprentice Show Case

Who is it suitable for?

Anyone working in a customer facing job role and may cover a range of situations including face to face, telephone, post, email, text and social media

How long will it take?

A minimum of 12 months training followed by up to 2 months for EPA

Functional Skills requirement:

You will need to achieve a minimum of level 1 in maths and English or provide evidence of a suitable equivalent achievement. All apprentices will be required to work on maths and English as part of their personal development

Progression routes

Upon completion of this standard you will be able to progress to a level 3 Customer service specialist apprenticeship



Performance Learning Group

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