

Course Value:

£3500

Employers Pay:

£0-£175



CUSTOMER SERVICE PRACTITIONER L2

The Customer Service Practitioner apprenticeship has been developed to support learners in a customer service role and provides a highly transferable set of knowledge, skills and behaviours. 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.

Typical duration to gateway: 12months

To successfully achieve the Customer Service Practitioner L2 Apprenticeship Standard, learners must:

- Compile a portfolio of evidence demonstrating their competence
- Participate in regular one-to-one reviews with their line manager
- Engage with their Assessor/Tutor for guidance in meeting the required knowledge, skills, and behaviours
- Complete the minimum off-the-job training hours as set by the Department for Education
- Hold, or achieve through AM Training Associates Ltd, a Level 1 qualification in English and mathematics or work towards a Level 2 (mandatory for learners aged 16-18; optional for those aged 19+)
- Successfully pass the End Point Assessment

Knowledge, skills and behaviours (KSBs) assessed are:

Knowing your customers	Understanding the organisation	Meeting regulations and legislation
Systems and resources	Your role and responsibility	Customer experience
Product and service knowledge	Interpersonal skills	Communication
Influencing skills	Personal organisation	Dealing with customer conflict and challenge
Developing self	Being open to feedback	Team working
Equality – treating all customers as individuals	Presentation – dress code, professional language	Right first time

End Point Assessment (EPA)

End Point Assessment is carried out by an external organisation (EPAO) and is made up of the following:

- 1.Apprentice Showcase – A presentation of/or written report on the strongest evidence showcasing KSB's.
- 2.Practical Observation – 1 hour observation at work.
- 3.Professional Discussion – 1 hour discussion about the observation, professional development and their apprenticeship.

Apprentices' 1st attempt at EPA are covered by the course funding, however, in the event of an Apprentice failing, their EPA re-sit / re-take costs will fall to the employer.