

## Customer Service Practitioner (ST0072) 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.

### Expected course duration

**15 months**

### College attendance

No mandatory attendance.

### When can the apprentice start employment?

Once agreed with employer.

### When can the apprenticeship training start?

As soon as employment starts.

### Course Content

The apprenticeship covers a range of Skills Knowledge and Behaviours. Whilst studying you will be supported throughout the program to develop:

- Knowledge on your organisation, systems, and resources
- Relevant regulations and legislation
- Knowing your customers and understanding customer experience.
- Model behaviours such as Teamwork, Equality, and professional presentation
- Develop skills in dealing with customer conflict, influencing skills and organisational skills.

### Entry requirements

**Desirable:**

- Maths Grade 9-3 and English Grade 9-3

### What training is required in the workplace?

- 20% off the job
- Undertake communication with customers over the phone/face to face
- Access to IT packages including MS
- Shadowing and Supporting colleagues
- Support to problem-solve and resolve challenges and complaints
- Training on how to communicate with a variety of customers

## Further study and career options

### **Course progression:**

Progression to Customer Service Specialist Level 3, Business Administration Level 3.

### **Career progression:**

Potential Full-time employment options on completion, industry experience as well as transferrable skills. Career role progression to a Contact Centre Supervisor or Team Leader

### **For more information, please visit here:**

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1>