**Customer Service Practitioner Level 2**

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>