

## CUSTOMER SERVICE PRACTITIONER LEVEL 2

This Apprenticeship is for people providing customer service products and services for businesses and other organisations, including face-to-face, telephone, digital and written contact and communications. Customer Service Practitioners make sure customers are satisfied. They provide excellent customer service and promote customer-centric behaviours throughout their organisation. Apprentices will learn how to perform a range of service delivery functions, including dealing with orders, payments, offering advice and guidance, problem resolution, after care and service recovery. They help develop and implement improvements within the organisation, finding ways to measure customer satisfaction and improve services. Learning topics include:

Personal Development  
Personal Organisation  
Understanding the Organisation  
Legislation and Regulations

Team Work and Communication  
Customer Experience  
Products and Services  
Systems and Resources

## LEARNER JOURNEY

- 12 months on-programme learning + End Point Assessment
- Monthly, virtual classroom lessons/workshops
- Additional online 1-2-1 support from our specialist tutors
- Workplace training, shadowing & mentoring
- Progress reviews
- Functional Skills support in English and Mathematics
- End Point Assessment preparation

★★★★★  
We are rated  
5-stars on the  
Apprenticeship  
Directory

## PROGRESSION

After completion of this Apprenticeship, there is a full suite of programmes to get up the career ladder. Next step could include a Customer Service Specialist Level 3, Team Leader / Supervisor Level 3 or another, more specialised Apprenticeship, relevant to the job role and/or career aspirations.

For full course details visit:

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

## APPRENTICE RECRUITMENT SERVICE

Why not utilise our free and personalised recruitment service?

 [www.smarttar.co.uk](http://www.smarttar.co.uk)

## CONTACT US

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