

## 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



## 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>

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

## CONTACT US

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