

Customer Service Practitioner



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Subject Area	Business
Course Type	Apprenticeships
Study Level	Level 2
Delivery Mode	Part-time
Location	Workplace
Duration	1 Academic Year
Start Date	Year round enrolment
Course Code	PA000184

Course Summary

This apprenticeship trains you to provide excellent customer service and can be applied to hundreds of job roles across a huge range of industries.

You will ensure customers are dealt with in a positive, reliable and pleasant way by offering advice, answering questions and handling complaints.

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. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction.

What You Will Learn

Knowledge:

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources

Skills:

- Interpersonal skills
- Communication
- Influencing
- Personal organisation
- Dealing with customer conflict and challenge

Behaviours:

- Developing self
- Team work
- Being open to feedback
- Equality
- Presentation

Entry Requirements

Level 2: Level 1 English and Maths will be required to complete this apprenticeship.

Level 3: GCSE Mathematics and English at Grade A*-C/9-4 or Level 1 on the Literacy and Numeracy BKSBS screening.

Progression

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

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We reserve the right to withdraw any programmes or service at any time.