

APPRENTICESHIPS

Customer Service Practitioner Lv2

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.

Programme Start

Various start dates throughout the year

Duration

14 Months

Entry Requirements

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

Course Delivery Method

This course is delivered using a blended delivery model, an apprentice will spend a day per month at City Training Services undertaking classroom based learning in addition to regular workplace assessments. (Remote delivery also available)

Future Opportunities

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

Progression on to the Level 3 course could also be Applicable.

Course Content

The following skills, knowledge and behaviours are what will be gained from this apprenticeship.

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

£3500

EDUCATION
ENTERPRISE
EMPLOYMENT

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