

LEVEL 2

CUSTOMER SERVICE PRACTITIONER

APPRENTICESHIP STANDARD

15 MONTHS DURATION

(12 months learning / 3 months EPA)



WHO IS THIS APPRENTICESHIP FOR?

This apprenticeship standard is an ideal programme for those wishing to develop their customer service skills to deliver high quality products and services to the customers of their organisation.

Developing skills to enable you 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.

ENTRY REQUIREMENTS

As part of this standard you will need to work towards Level 2 and achieve Level 1 functional skills in maths and English.

COSTS

Maximum of £3,500 if you are a Levy payer
Maximum of £175 if you are a non-Levy company



WHAT YOU'LL LEARN

This apprenticeship is delivered through a combination of planned learning sessions, workplace visits, on and off the job training and 1 to 1 support.

It covers areas such as:

- Understand the needs and priorities of customers
- Know appropriate legislation & policies
- Develop a customer focused experience
- Develop excellent customer service skills

END POINT ASSESSMENT

This apprenticeship includes an end point assessment consisting of:

- Showcase presentation
- Observation
- Professional discussion

PROGRESSION OPPORTUNITIES

You could progress onto a Level 3 Customer Service Specialist Apprenticeship Standard.

pmtraining.org.uk

16-18 year old apprentices fully funded if your business has less than 50 employees.

All pricing correct at the time of printing. Feb 2020

