

Customer Service Practitioner

Level 2



Course Overview

The role of a customer service practitioner is to deliver a quality service to their organisation. Their core responsibility will be to provide a high level of service to customers which will be delivered from the workplace, digitally, or through going out into customer's own locality.

These may be one-off routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems or gaining insight through measuring customer satisfaction. They may be the first point of contact and work in any sector or organisation type.

Duration

12 to 15 months

Course Contents

The Customer Service Practitioner will cover the following areas:



End Point Assessment (EPA)

There are three assessment components:

Apprentice Showcase - Preparing a portfolio demonstrating how they have met/exceeded the minimum requirements set out by the standard and demonstrate your professional competence.

Practical Observation - The observation will allow the apprentice to demonstrate their knowledge, skills and behaviours.

Professional Discussion - The discussion is meant to further establish the apprentice understands the knowledge, skills and behaviours required of them.

