

APPRENTICESHIP, LEVEL 2

Customer Service Practitioner

**START DATE**

Flexible

DURATION

15 months

LEVEL

Level 2

STUDY MODE

Work-based

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. This could 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 could include dealing with orders, payments, offering advice, guidance and support, meet-and-greets, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Job Occupations: Customer Service Assistant, Customer Service Administrator, Customer Service Advisor

Planned Duration: 15 months (Practical period: 12 months, End Point Assessment period: 3 months)

Why study this course?

Apprenticeships give you the opportunity to work for a real employer, earn a real salary and gain a real qualification whilst gaining valuable workplace skills and experience. If you are aged 16 or above, are driven to succeed in a particular industry and are willing to commit yourself to training and study, then an Apprenticeship could be the right career move for you.

What will I study?

The Apprentice will learn, work, earn and achieve a qualification all at the same time.

To achieve the Apprenticeship they will complete the following:

- An industry designed and recognised apprenticeship
- End Point Assessment (Apprentice Showcase, Practical Observation and Professional Discussion)

The Apprentice will work towards the following Functional Skills:

- Mathematics up to Level 2
- English up to Level 2

Learners who have already achieved GCSEs (A-C or equivalent) in Maths and English may be exempt from Functional Skills.

The Apprenticeship is work based, however the apprentice may be required to attend College for functional skills if needed and they have the option to attend a workshop to complete their Apprenticeship work.

What can I do after this course?

Level 3 Customer Service Specialist Apprenticeship Standard.

Potential Careers:

- Customer Service Assistant
- Customer Service Administrator
- Customer Service Advisor

Entry requirements

There are no formal entry requirements for an apprenticeship (unless an employer stipulates any themselves) however all potential apprentices will undertake a basic Maths and English assessment prior to enrolment.

Assessment

Apprentice Showcase, Practical Observation and Professional Discussion

Visit this course on our website: <https://www.selby.ac.uk/courses/customer-service-practitioner-apprenticeship-level-2>

For further information please contact the college: <https://www.selby.ac.uk/contact>

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