



LEVEL 2 CUSTOMER SERVICE PRACTITIONER



Overview

The Skills Network's Level 2 Customer Service Practitioner Apprenticeship encourages Apprentices to immerse themselves in the core of customer service principles. Whilst studying policies and legislation, they will practice using customer service tools, building rapport with peers and customers, conflict management and presentation skills. Through this, Apprentices will display increased confidence, adaptability and professionalism.

The Skills Network offers individualised learning to each Apprentice, and heavily involves you in all curriculum scoping to ensure that progress is meaningful. In addition, the curriculum scoping exercise provides an opportunity to review prior learning and completed qualifications, with the aim of personalising Apprenticeships to support

and enhance your business, and therefore your Apprentices' progress.

We have the ability to individualise every Apprentice's scheme of work to produce a bespoke delivery plan tailored around the individual's needs by incorporating content from our e-learning catalogue, providing a more enhanced experience for the Apprentice.

Prior attainment is carefully considered from the start to ensure time on the programme is maximised. The Skills Network offers strong Information, Advice and Guidance (IAG) to ensure that each Apprentice understands the context of their learning, the assessment methodology and that their future career progression is carefully mapped into their journey.

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Entry requirements

- Apprentices will be required to have achieved a level 1 in Maths and English.
- It is desirable that candidates would have achieved a level 2 in Maths and English (equivalent to GCSE Grade C or above) prior to commencing their Apprenticeship training. For those Apprentices who are yet to achieve a level 2 in English and Maths, they will have the opportunity to complete these qualifications during their Apprenticeship. However, a level 2 must be achieved in these areas before they qualify for entry to their End Point Assessment (EPA).

What will the Apprenticeship include?

Throughout the duration of the Apprenticeship, your staff will develop a range of new knowledge, skills and behaviours which will add significant value to each Apprentice's overall learning, progress and development. Examples include:

Knowledge

- Knowing your customers
- Customer experience
- Product and service knowledge.

Skills

- Interpersonal skills
- Communication
- Personal organisation.

Behaviours

- Team working
- Equality – treating all customers as individuals
- Presentation – dress code, professional language.

Benefits

The benefits of this level 2 Apprenticeship include:

- Improved staff retention
- Work in partnership with a nationally recognised training provider
- Employees will achieve a nationally recognised level 2 qualification
- Employees gain access to award-winning learning and assessment materials
- Bespoke support to ensure your Apprentices access high quality 'off-the-job' learning
- Rapid improvements within your employee's performance, productivity and behaviours which will benefit your organisation's services
- Employees will receive subject specialist support from a Trainer and access to a Learner Support Advisor (LSA) for everyday queries.

Progression Opportunities

- Level 3 Customer Service Specialist
- Level 3 Business Administrator
- Level 3 Team Leading
- Level 5 Operations/Departmental Manager.

