

Customer Service Practitioner Level 2 Advanced Apprenticeship

Qualification aims/objectives/suitability

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, ordering advice, guidance and support, meet-and-greet, 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.

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

Course Content includes:

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge

Qualification

Level 2 Diploma – Customer Service Practitioner

Duration

Typically 12 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.