

train
motivate
inspire

TOTAL
TRAINING PROVISION

Customer Service Practitioner

Level 2 Apprenticeship Standard

Duration of the Apprenticeship - 16 Months

The role of 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 customers own locality.

These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support. Meet and greet, sales, fixing problems, aftercare, 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. Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.

Your customer interactions maybe cover a wide range of situations and can include:

- face-to-face
- telephone
- post
- email
- social media and online platforms

Entry requirements

Candidates will be required to undertake Initial Assessments in Maths and English and achieve a Level 1 outcome on their initial assessments results.

Functional Skills

All apprentices will need to undertake Functional Skills in Maths & English at Level 2 as a mandatory part of their Apprenticeship and must do so before taking the End Point Assessment. Apprentices who have achieved GCSE's or A levels in Maths & English A-C will be exempt from having to complete their functional skills with valid proof of their exemption certificates.

Progression opportunities

Apprentices who successfully achieve the Customer Service Practitioner apprenticeship, will lead to eligibility to join the Institute of Customer Service as an individual member at a Professional level.

Programme Overview

Apprentices will learn new Skills, Knowledge and Behaviours as part of their job role. Apprentices will benefit from teaching and learning on the job putting their skills into practice. Additionally, apprentices will undertake off the job learning activities and other work-based duties which will contribute to successful completion of their apprenticeship programme.

Apprentices will receive regular visits from their training assessors and have access to learning resources to support their learning and development on and off the job.

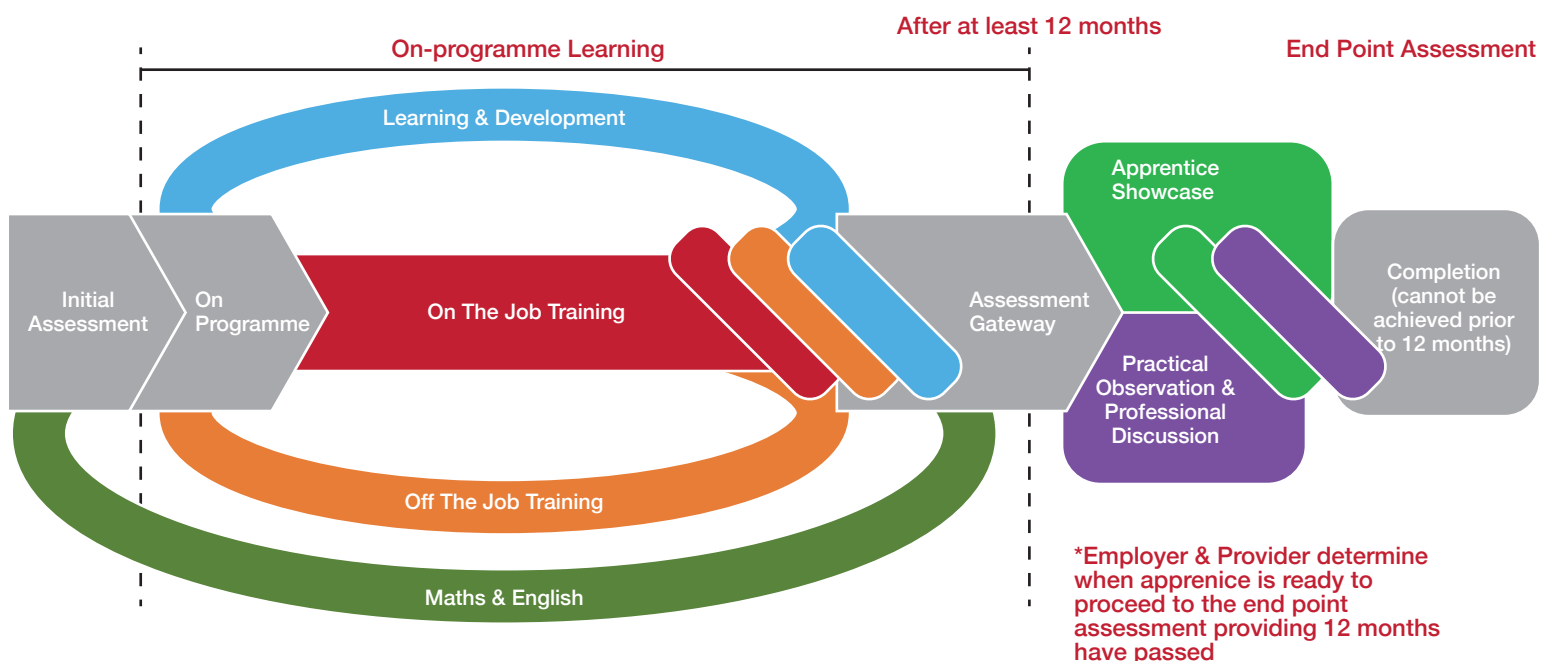
End Point Assessment

The end-point assessment is carried out by an Independent Assessment Examiner, appointed by the assessment organisation.

The overall grade (pass / distinction) for the apprenticeship will be determined by the end-point assessment.

For each of the three assessment methods, all pass criteria (100%) must be achieved to progress and complete the apprenticeship programme.

For a distinction to be awarded, apprentices must also achieve a distinction in each assessment method.



End-Point Grading

The grading will only apply to the end-point assessment. The apprenticeship includes Pass and Distinction grades only, which are applied at the end assessment with the final grade based on the performance in the apprentice showcase, the practical observation and a professional discussion.

A pass will competently perform their role demonstrating application of the knowledge, skills and behaviours against the whole standard in line with organisation and regulatory requirements and ensuring customer satisfaction.

Each element of the end-point assessment will contribute to the overall end-point assessment grade. The final grade for the end-point assessment will be based on a holistic judgement made by the Independent Assessment Examiner across the apprentice's performance in both the practical and oral questioning.

Please contact us for more information:

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