

# Customer Service Practitioner

Level

2

Duration

Typically  
15 - 18 months

cost £3,500

## How can a Customer Service Practitioner apprentice benefit my business?

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. They will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.

An apprentice's training is tailored to your organisation's needs, resulting in a loyal, motivated work force and increased productivity by developing staff skills and expertise.

## Who is the Customer Service Practitioner apprenticeship for?

This apprenticeship would benefit any customer facing staff, or those working in large organisations where international or interdepartmental "customer" interactions occur.

## What will it cost the business to take on an apprentice?

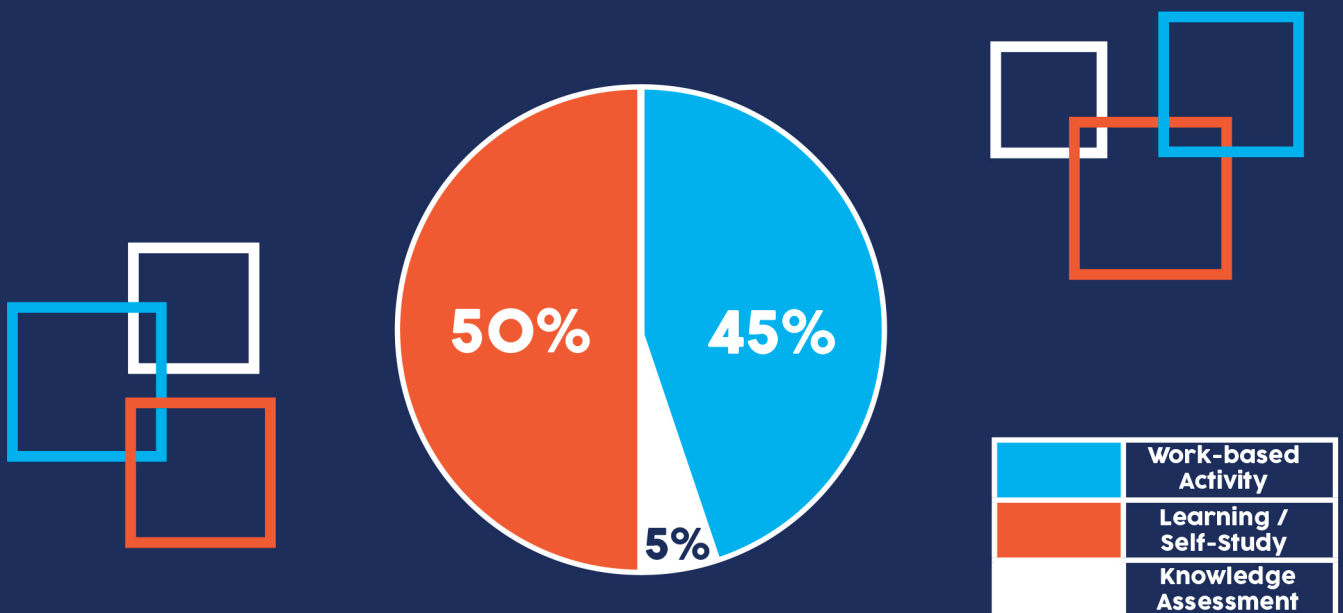
**Levy-paying employers** in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

**Non-levy paying employers:** The government will fund between 95% - 100%\* of the cost of training an apprentice.

\*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

## How is the '20% off-the-job' training delivered?

There is no college attendance for this course – all learning is delivered in the workplace. Any requirements for technical knowledge are delivered remotely via telephone, Zoom or webinar sessions. These range from one to two-hour sessions, depending on the subject area.



## Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

## End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Customer Service Practitioner Standard consists of:

- An apprentice showcase portfolio
- A practical observation
- A professional discussion underpinned by a portfolio of evidence

## The Learner Journey

<b>Month 1</b>	<b>Sign up and Induction</b>	<b>Skills scan · Developmental activities · Induction ·</b>
<b>Months 2-7</b>	<b>On Programme</b>	<b>Knowledge delivery · Portfolio building</b>
<b>Months 8-14</b>	<b>On Programme</b>	<b>Skills development · Work-based tasks · Portfolio building</b>
<b>Month 15</b>	<b>Gateway to EPA</b>	<b>Portfolio completion</b>
<b>Months 16-18</b>	<b>EPA</b>	<b>Showcase portfolio · Workplace observation · Professional discussion</b>

## Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Business Administration Level 3
- HR Support Level 3
- Team Leader/Supervisor Level 3

