

Customer Service Practitioner Intermediate Apprenticeship Standard

Ofsted Outstanding Provider

Course Level: Level 2

Campus: Newcastle

Subject Type: Accounting, Business, Travel & Legal

Course Overview:

Apprentices learn the skills needed to deliver excellent customer service, including communication, problem-solving and handling customer inquiries, preparing them for roles in customer-facing positions across various industries.

What's Covered:

The topics you will cover whilst training include:

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, offering 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.

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. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Entry Requirements:

Candidates need a minimum of four GCSEs, including maths & English (minimum grade 3/D).

Assessment Information:

The End Point Assessment includes:

1. Practical observation
2. Apprentice showcase
3. Professional discussion

The End Point Assessment includes:

To start the End Point Assessment, Apprentices must hold a Level 1 English and maths qualification.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training

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Results 13%

above national average

Progression:

Typical job roles include:

Customer Service Apprentices may be the first point of contact and will work in a range of roles including Customer Service Assistants and Representatives/Agents.

If you successfully achieve all parts of the apprenticeship, your assessor will discuss your next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

What else do I need to know?

On an apprenticeship programme you usually will work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace.
Some job roles will require a DBS before starting, you will be advised at interview stage if this is required.
Whilst you are on an apprenticeship your employer pays you a salary, this includes all off the job training.

How do I find out more?

T: 01782 254287 (Newcastle office) / T: 01785 275660 (Stafford office)

E: apprenticeships@nscg.ac.uk