

Customer Service

Practitioner

Qualification: Customer service practitioner

Level: 2

Entry requirements:

- You need to be at least 16 years of age
- Work Ready
- Interested in a career in customer services

Typical duration: 12 – 14 months

Go further: Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member.



Course overview:

The Customer Service Standard is designed to develop your knowledge and understanding (know it), skills (show it) and behaviours (live it) associated with the role. You will study the following subject areas:

- **Understanding the organisation, your role and responsibilities**
- **Meeting regulations and legislation**
- **Systems and resources**
- **Knowing your customers, products, service and experience**
- **Interpersonal, communication and influencing skills**
- **Personal organisation and developing self through feedback**
- **Team working**
- **Equality**
- **Presentation**

English and Maths:

A good standard of English and maths is essential when working in any environment which is why they are included in all apprenticeships.

We will assess your current level of English and maths to identify any support you may need, and depending on your current qualifications, we will agree on the level of English and maths you will need to complete.

This may include taking English and maths qualifications at Level 1 or Level 2, but if your current qualifications mean you don't need to complete further maths or English, we will still help you to develop these skills during your apprenticeship. If you don't have any current qualifications, don't worry, we will support you to achieve these essential skills.

Duration:

The programme is delivered during normal working hours, making it a real opportunity to learn while you earn. Timescales for completion depend on the individual, but the qualification takes a minimum of 12 months.

Assessment:

The Customer Service Practitioner Standard will require you to complete an independent End Point Assessment. This includes an Apprentice Showcase which is a collection of evidence from your apprenticeship, a practical observation and a professional discussion. On completion a grade of Pass, Distinction or Fail will be given.

About the sector:

An Apprenticeship in Customer Service provides you with the skills to deliver excellent customer service and can be applied to hundreds of job roles across many different sectors, from retail to financial services, hospitality to sport and recreation.

Good Customer Service is key to the success of any business or organisation. In today's highly competitive marketplace, good customer service is often the only aspect which sets some companies apart from their competition.

Making every customer experience a positive one and ensuring every customer feels valued is essential for any business in order to retain existing, and obtain new, customers. Any individual within an organisation who has contact with customers plays a key role in providing a high level of service.

Further information:

For vacancies and to apply for an apprenticeship visit our website – www.thesourceacademy.co.uk or call the Apprenticeship Recruitment team on 0114 236 6651.

If you are an employer and you would like to find out more about apprenticeships, contact our Account Managers on 0114 263 6654 or email apprenticeships@thesourceacademy.co.uk

The Source is an equal opportunities employer and positively encourages applications from all eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.