

# Level 2 Customer Service Practitioner

**Earn** as  
you learn

**Real  
job**

**Great  
experience**

**#Future  
#Customer  
service**

**Average  
salary\***  
once qualified  
£17,000-  
£21,000



# Level 2 Customer Service Practitioner

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 or digitally. 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.

As a Customer Service Practitioner 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.

This is a 12 month course (+ 4 months EPA) which is delivered in the work place, you will be assessed through written work, verbal discussion, observation and an end point assessment at the end of your Apprenticeship. While you are completing your Apprenticeship you will need to complete 'off the job training' this is time spent in working hours gaining new knowledge additional to your usual job role, this time is to take place within your contracted hours and will be agreed with your employer.

Optional units - depending on job role:

1. Sales environment
2. Administration environment
3. Contact centre environment
4. Retail environment
5. Social media environment

## Entry Requirements:

4 x GCSE A\*-D/ 9-3 including Maths and English or equivalent. Basic computer skills (not a qualification).

## Career Development:

Once qualified you could be employed as Customer Service Advisor, Technical Support Representative, Social Media Customer Care Associate, Law Assistant, Client Relations Associate, Patient Care Coordinator.

## Main learning objectives



Recognition of regulations and legislation within own organisation



Contribute to customer focused experience



Manage customer expectations



Provide customer service



Principles of business



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Disclaimer - Although course details are correct at the time of printing, they may be subject to change or amendment.