

# Level 2 Customer Service Practitioner Apprenticeship



## Course Overview

Customer service practitioners 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. This apprenticeship develops the key skills and behaviours required for a customer service practitioner, to support their customer service delivery.

Throughout your apprenticeship, you will be required to record the number of hours you spend learning and training. This will be equivalent to 20% of your working hours for the whole duration of the apprenticeship. This can be achieved through a range of methods, such as work-related training, or self-study within your usual working week. This will be agreed with your employer at the start of your apprenticeship.

You will work with an assessor who will guide you through your programme of learning to produce a portfolio of evidence using e-portfolio, within your workplace. You may also be required to attend college to learn theoretical concepts relating to customer service, in agreement with your employer.

## What You Will Study

The Level 2 Customer Service Practitioners standard includes knowledge, skills and behaviours that will be evidenced throughout the apprenticeship.

### Knowledge

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and Resources
- Your role and responsibility
- Customer experience
- Product Service and Knowledge

### Skills

- Interpersonal Skills
- Communication
- Influencing skills
- Personal Organisation
- Dealing with customer conflict and challenge

### Behaviours

<b>START DATE</b>	<b>LEVEL</b>
Flexible start dates	Level 2
<b>STUDY MODE</b>	<b>DURATION</b>
Full-time	12 months
<b>AWARDING BODY</b>	<b>LOCATION</b>
City & Guilds	Workplace Based



For further information about this course, including Entry Requirements, Assessments and Further Study, scan the QR code.

## Need More Information?

For additional course information please contact the Course Information Team on **01924 789111** or email [courseinfo@heartofyorkshire.ac.uk](mailto:courseinfo@heartofyorkshire.ac.uk).

To learn more about the Heart of Yorkshire Education Group, our facilities and how we can support you please visit our website [www.heartofyorkshire.ac.uk](http://www.heartofyorkshire.ac.uk).

## Quick Links



**How to  
Apply**



**Student  
Support**



**Virtual  
Tours**



- Developing self
- Being open to feedback
- Equality
- Presentation
- "Right first time"

Functional Skills in English and Maths. These are key elements of your apprenticeship and are essential to the role of a customer service specialist. If you do not already have a GCSE at Grade 9-4 in these subjects you will be required to study Functional Skills at the appropriate levels. Most employers look for ability in these areas and the majority of university courses require you to have Maths and English GCSEs at Grade 9-4.

Completion of the qualification and functional skills will lead to End Point Assessment. This consists of grading of your portfolio, a practical observation in your workplace, and a professional discussion on your learning. This is conducted by an Independent End Point Assessor from City and Guilds.

## Attendance Expectations

This is a work-based course, although you may be required to attend sessions to learn theoretical concepts relating to customer service, in agreement with your employer.

## How You Will Be Assessed

Assessments will take place both in the workplace and at the College, using an online e-portfolio.

Prior to commencing your apprenticeship, you will complete an online induction which includes an assessment of your Maths and English skills to determine your current abilities, and an introduction to your e-portfolio.

During your apprenticeship you will produce assignments, gather product evidence for your portfolio, be observed by your assessor in the workplace.

After on programme learning is completed, you will complete the End Point Assessment. This consists of grading of your portfolio, a practical observation in your workplace, and a professional discussion on your development. This is conducted by an Independent End Point Assessor from City and Guilds.

## Entry Requirements

GCSE Grade 9-4 in English and Maths.

OR

Certificate evidence of English and Maths at Level 2.

If you do not have these, we can support the development of your English and Maths skills through completion of Functional Skills in the relevant subject and one-to-one support.

## Fee Information

Please contact the Apprenticeship Recruitment Team on 01924 789469 or email [apprenticeships@heartofyorkshire.ac.uk](mailto:apprenticeships@heartofyorkshire.ac.uk).

## Further Study

Successful completion of this apprenticeship will allow you to progress to studies at Level 3 and above. This apprenticeship will also support progression to other related occupational areas, such as Business Administration or Marketing, to give some examples.

