

APPRENTICESHIP FACTSHEET

CUSTOMER SERVICE PRACTITIONER

🕒 Duration: 12 Months | 📖 English & Maths: Level 1 | 📈 Level: 2

THE APPRENTICESHIP

This course is designed for those looking to increase their understanding of customer service.

The role of a Customer Service Practitioner is to deliver high-quality products and services to the business's target audience. Key responsibilities include offering a helpful service to customers, dealing with orders, gaining insight through measuring customer satisfaction, and more.

Your actions will influence the customer experience and their satisfaction with your business. As a result, you will demonstrate excellent customer service, as well as product/service knowledge when delivering to your customers. Interactions may cover a variety of situations, such as face-to-face, telephone, email, text, and social media.

COURSE CONTENT

During this Apprenticeship, the learner will be required to develop knowledge, skills, and behaviours to effectively operate as a Customer Service Practitioner. Including but not limited to:



CUSTOMER
CONFLICT &
CHALLENGE



UNDERSTANDING THE
ORGANISATION



REGULATIONS &
LEGISLATION



KNOWING YOUR
CUSTOMERS



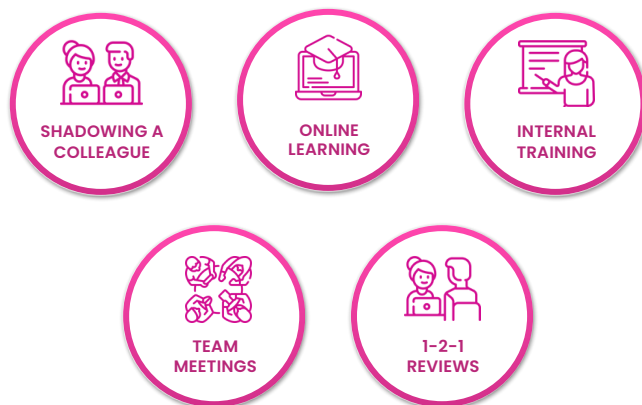
INTERPERSONAL
SKILLS



📱 FOR MORE INFO

OFF-THE-JOB TRAINING

The apprentice must receive off-the-job training (OJT) for a minimum of 20% of the time that they are paid to work throughout the duration of the Apprenticeship. There are many activities that can be calculated towards the OJT hours such as:



WHAT WILL YOU ACHIEVE?

This Apprenticeship will provide you with a better understanding of Customer Service and assist with career development. By the end, you will be able to:

-  **USE A RANGE OF QUESTIONING SKILLS IN A WAY THAT BUILDS RAPPORT**
-  **PROVIDE CLEAR EXPLANATIONS AND OFFER OPTIONS TO HELP CUSTOMERS MAKE CHOICES THAT BENEFIT THEMSELVES AND THE BUSINESS**
-  **ORGANISE YOURSELF AND PRIORITISE YOUR OWN WORKLOAD TO MEET SET DEADLINES**
-  **TAKE OWNERSHIP FOR KEEPING YOUR SERVICE KNOWLEDGE AND SKILLS UP-TO-DATE**
-  **ACHIEVE A NATIONALLY RECOGNISED QUALIFICATION AND RECEIVE VALUABLE WORK EXPERIENCE**

END POINT ASSESSMENT

 **Duration: 3 Months**

The End Point Assessment (EPA) begins when the Employer, Apprentice, and Protocol Consultancy Services agree the apprentice has met the apprenticeship standard, as shown in progress reviews.

The EPA ensures industry standards are met and can start after twelve months of learning once the apprentice is competent. Functional skills in English and Maths must be completed before the EPA.

EPA Methods

-  **ASSESSMENT METHOD 1: AN APPRENTICE SHOWCASE COMPILED AFTER 12 MONTHS OF TRAINING**
-  **ASSESSMENT METHOD 2: 60 MINUTE PRACTICAL OBSERVATION IN THE LEARNERS PLACE OF WORK**
-  **ASSESSMENT METHOD 3: A 1 HOUR PROFESSIONAL DISCUSSION WITH THE IEPA**

WHY CHOOSE PCS?

Since 1996, Protocol Consultancy Services have guided over 5,000 learners through Apprenticeship programmes and achieved a 90% success rate. Benefits include:

-  **TRAINING IS TAILORED TO MEET THE INDIVIDUAL NEEDS OF THE LEARNER AND EMPLOYER**
-  **PERSONAL TRAINING ADVISORS DELIVER HIGH-QUALITY BLENDED LEARNING, FACE-TO-FACE TEACHING AND INFORMATION ADVICE AND GUIDANCE THROUGHOUT THE PROGRAMME**
-  **RESOURCES WILL BE PROVIDED TO ASSIST LEARNERS DURING THEIR APPRENTICESHIP**
-  **SUBJECTS ARE BROUGHT TO LIFE USING ONLINE RESOURCES AND VIRTUAL LEARNING ENVIRONMENTS**
-  **REGULAR UPDATES ARE PROVIDED TO KEEP YOU UP-TO-DATE OF YOUR PROGRESS**

PROGRESSION

There are several progression opportunities available following the completion of this level 2 Apprenticeship course, which members of our recruitment team will be happy to give you advice and guidance to support your choices.

Get in touch using the information or QR code below

CONTACT US

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