

A customer service practitioner delivers high-quality service to the customers of their organisation. They may be the first point of contact and work in any sector or organisation type.

They should demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge in line with the organisation's standards and within appropriate regulatory requirements.

CUSTOMER SERVICE

APPRENTICESHIP STANDARD LEVEL 2

13-MONTH COURSE + GATEWAY

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge

ENTRY REQUIREMENTS

Apprentice will be required to have, or achieve, Level 1 English and Maths, and to have taken Level 2 English and Maths tests prior to completion of their Apprenticeship.

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NEXT LEVEL
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Next Level is the Business Development Group of **Reflections Training Academy**

CUSTOMER SERVICE

COURSE DETAILS

WORKSHOPS

Workshops are mandatory and will be delivered either virtually or remotely, dependant on the needs and access arrangements for the learner. Where access and facility is limited, alternative arrangements will be made for the learner.

- **Legislation and Regulations**
- **Understanding Organisations**
- **Knowing your Customer**
- **Product & Service Knowledge**
- **Developing Self & Being Open to Feedback**
- **Personal Organisation & Team Working**
- **Systems Resources, Evaluation and Measurement Tools**
- **Dealing with Customer Conflict & Challenge**



ASSESSMENT PLAN

You will need to demonstrate your skills and knowledge. Your assessment plans will be split into four stages:

■ Month 3	Checkpoint 1
■ Month 6	Checkpoint 2
■ Month 9	Checkpoint 3

END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer, tutor and Site Assessor where entry requirements are discussed, checked and recorded including functional skills at the required level. The End Point Assessment will include the following types of assessment:

- **Apprenticeship Showcase**
- **Practical Observation**
- **Professional Discussion**



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