



Level 2

Customer Service Practitioner Apprenticeship

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Summary

The apprentice will learn how to demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to customers. The apprentice will provide excellent service in line with the organisation and their customer service standards and strategy. Customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Entry Criteria

We would expect apprentices to have a minimum of 4 GCSE's Grades 9-3 (A-D) including Maths and English

Attendance

Apprentices will attend college one day a fortnight (during term-time only) at our Kingsway College Campus

Duration

15 months + End Point Assessment

What will I learn?

The apprenticeship consists of the level 3 knowledge, skills and behaviours including:

- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Product and service knowledge
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Self Development
- Being open to feedback
- Team working

Key words

- Customer Service
- Reception
- Product Knowledge
- Complaint handling
- Customer Satisfaction
- Data Processing

The Apprenticeship Journey

Initial Steps



Make an application

- Via your employer
- Or for a new apprenticeship vacancy

Interview Stage

(N/A for existing employees)

Initial Assessment

Functional Skills
(if required)

Your Apprenticeship



Induction (0-3 months)

- Start with employer
- Enrolment / commence college course
- Understand expectations

On Programme (3– 15months)

- Continue attending college
- Work towards Knowledge, skills and behaviours
- Develop portfolio

Gateway (15 months+)

- Meets minimum requirements for knowledge, skills and behaviours
- Achieved level 1 Maths/ English and attempted level 2

Your End Point Assessment



End Point Assessment (15 months+)

- Graded Distinction, Pass or Fail

Assessment Type

Apprentice showcase

Practical Observation

Professional Discussion

How To Contact Us



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