

2

Course Code
ST0072

Total Apprenticeship Duration
15 months

- **On-Programme**
12 months
- **Assessment Window**
3 months
- **Day Courses**
4 remote sessions

Recommended EPA Organisation
Training Qualifications UK



Apprenticeship Standard CUSTOMER SERVICE PRACTITIONER LEVEL 2

OVERVIEW

Face-to-face contact and telephone, email and digital communication form part of customer service for business and other organisations.

Whatever job title or role an individual may have – and regardless of whether they work in public, private or third sectors – the knowledge, skills and behaviours required remain the same,

irrespective of the sector or size of the organisation.

Key responsibilities are likely to include:

- liaising with customers & stakeholders
- providing helpful & high-quality information/services
- dealing with enquiries
- resolving complaints

- building relationships both internally and externally

Job titles may include Customer Service Assistant, Customer Service Agent, Client Services Executive and Customer Service Representative.

COURSE CONTENT

KNOWLEDGE

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

SKILLS

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and change

BEHAVIOURS

- Developing self
- Being open to feedback
- Team-working
- Equality – treating all customers as individuals
- Presentation – dress code/professional language correct first time

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week. Candidates must have achieved Maths and English at Level 2

prior to their training. Those who have not must achieve this prior to taking the end-point assessment and we will support this. Maths & English tests must be taken under exam conditions.



ON-PROGRAMME DEVELOPMENT & TRAINING

Using the **OneFile** online portfolio, candidates will compile evidence demonstrating occupational skills, knowledge & behaviours; underpinning the confidence and competence gained in all aspects of the standard. The portfolio will demonstrate exemplar practice by the candidate and will include observations, a reflective log and a development plan including 360° feedback and self-assessment.

We will support you with one-to-one workplace visits and remote sessions.

These elements will all contribute to the candidate's requirements of off-the-job training. HOET will work with the employer and candidate to develop a training and development plan to enable the remaining requirements to be met. Candidates will be supported with mock End-Point Assessments (EPA),

which will include practical observations, Q&A sessions and a professional discussion. Development feedback will be provided at the end of these mocks to ensure candidates are given the support required to achieve EPA.

There are also four remote Day Courses which support the knowledge elements of the apprenticeship.

GATEWAY & EPA

GATEWAY

This is the preparation area for candidates' EPA, and can only be entered once the standard requirements have been met and we are in agreement with both the candidate and the employer that they are ready for EPA. During this time, further mock assessments will be completed. Candidates will be required to submit their portfolio of evidence to the EPA organisation. There will then be a planning meeting to finalise the preparations for the EPA. Candidates will be required to have achieved Maths & English at Level 1 and to have sat both at Level 2 also.

END-POINT ASSESSMENT

EPA is completed on the date we agree with the candidate and employer; this is usually within 8 weeks of entering Gateway and is finalised once all the required documentation has been submitted. The EPA consists of 3 assessments: a practical observation of the candidate within their customer service role, examination of the showcase portfolio and a professional discussion. The total time for the EPA is 3 hours.

Observations will be pre-planned and scheduled to when the candidate will be in their normal place of work. The

observation will last for a minimum of an hour. The professional discussion will be between the candidate and the EPA organisation; this will need to take place in a suitable environment and should last for a maximum of an hour.

All elements of the EPA are combined to determine the EPA grade according to guidance in the assessment plan. This takes up to 3 weeks.

The recommended EPA organisation for this standard is **Training Qualifications UK**.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



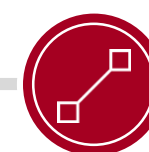
INDUCTION



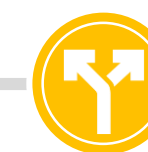
ON-PROGRAMME LEARNING



EPA PREPARATION



EPA



PROGRESSION ROUTES

“I particularly found the teamwork and communication part extremely useful.”



EMPLOYER & LEARNER SATISFACTION



OF EMPLOYERS WOULD
RECOMMEND US*



OF APPRENTICES WOULD
RECOMMEND US*

* From our 2020-2021 Employer & Apprentice Survey