



Customer Service Practitioner

Welcome to the Customer Service Practitioner programme.

The Level 2 programme is designed for those working in customer service roles, delivering high-quality customer care through a range of mediums including face-to-face, telephone, post, email, text and social media. It is suitable for both those new to the role and those looking to take the next step in their career.

This programme supports practitioners understanding of their role and responsibilities, developing their knowledge of the customer experience and building their communication skills. The programme also focusses on how practitioners can effectively deal with customer conflict.

Once completed, Learners will have gained a nationally recognised Customer Service Practitioner Apprenticeship Standard and can become a Professional Member of The Institute of Customer Service. Depending on their job role, Learners may want to consider progression onto a Level 3 Customer Service Specialist Programme.

ABOUT INTEC BUSINESS COLLEGES

We are a national training provider, who have worked with organisations across the UK helping them to upskill their workforce through vocational qualifications since 1982. Our mission is to enable our Learners to develop, progress and achieve.

**LEVEL
LEVEL 2**

**DURATION
12 MONTHS (+ 3 months for EPA)**

**END POINT ASSESSMENT ORGANISATION
HIGHFIELD ASSESSMENTS**



THE PROGRAMME *

The Learner will receive a 2-3 hour monthly visit from a dedicated Intec Tutor who will deliver the Standard either remotely or in the Learner's place of work. We use a blended learning approach and all sessions will be supported by our online delivery platform, Smart Assessor, where Learners can upload their work and Tutors and Managers can monitor their progress between visits.

As part of an Apprenticeship, Learners are required to spend 6 hours a week (based on 30-hour contract) engaged in off the job training. This can be achieved in a variety of ways.

PROGRAMME COVERAGE	
Knowledge & Skills	
Knowing Your Customers	Understanding the Organisation
Meetings Regulations and Legislation	Systems and Resources
Your Role and Responsibility	Customer Experience
Product and Service Knowledge	Interpersonal Skills
Communication	Influencing Skills
Personal Organisation	Dealing With Customer Conflict and Challenge
Behaviours	
Developing Self	Being Open To Feedback
Team Working and Equality	Presentation
"Right First Time"	

*Further details of the programmes contents can be found on the factsheet or scheme of work.

MANDATORY ENTRY REQUIREMENTS

- Organisations set their own but the Learner must be able to meet the requirements of the programme through their job.
- Achieve level 1 English and maths, or equivalent and have attempted the Level 2 prior to sitting EPA
- Have been a resident in the UK for 3 years or more, or a national of an EU Settlement Scheme.

END POINT ASSESSMENT

Once learning is complete, the Employer, Learner and Intec will agree if the Learner has gained the necessary knowledge, skills and behaviours to be put forward to the Assessment Gateway. This will then trigger the End Point Assessment. The assessment is graded with the Learner achieving a pass, distinction or fail.

65% WEIGHTING APPRENTICE SHOWCASE

A showcase of work compiled after learning has been completed, the Learner should reflect and present examples of their development.

20% WEIGHTING PRACTICAL OBSERVATION

A 1 hour observation assessing the knowledge, skills and behaviours the Learner has developed.

15% WEIGHTING PROFESSIONAL DISCUSSION

A 1 hour structured discussion to establish understanding and application of knowledge, skills and behaviours.



Enabling you to develop, progress and achieve.