



# Apprenticeship Levy

Level 2: Customer Service Practitioner





## **Customer Service Practitioner - Level 2**

- ✓ Programme Duration: Typically up to 18 Months
- ✓ Awarding Body: CMI or ILM
- ✓ Total Classroom Days: 4
- ✓ Levy Funding: £3,500 per learner

Customer Service Practitioner apprenticeship is designed for employees in customer facing or public job roles. Training is designed to improve personal effectiveness and communication skills as well as developing customer relation skills.

Relevant job roles may include:

- Customer Service Assistant
- Customer Service Advisor
- Customer Service Trainee

<b>Level 2</b>	<b>Customer Service Practitioner</b>	<b>Methodology</b>	<b>Days</b>
<b>Induction</b>	Welcome & Programme Induction	Group Workshop	½ Day
<b>Module 1</b>	Your Brand & Understanding Your Organisation	Group Workshop	½ Day
<b>Coaching 1</b>	Group Coaching	Group Coaching	1 Day
<b>Module 2</b>	Your Role and Responsibilities	Group Workshop	½ Day
<b>Module 3</b>	Personal Effectiveness & Communication	Group Workshop	½ Day
<b>Coaching 3</b>	Group Coaching	Group Coaching	1 Day
<b>Module 4</b>	Knowing Your Customer	Group Workshop	1 Day
<b>Coaching 4</b>	Group Coaching	Group Coaching	1 Day
<b>Module 5</b>	Customer Service Skills	Group Workshop	1 Day

This programme is continually assessed by our Tutors and Skills Coaches throughout. The final End Point Assessment (EPA) requires candidates to give a presentation to an assessment panel and answer questions on their work.

