

Customer Service Practitioner

Subject Area	Business
Course Type	Apprenticeships
Study Level	Level 2
Delivery Mode	Part-time
Location	Workplace
Duration	1 Academic Year
Start Date	September 2024
Course Code	PA000184

Course Summary

This apprenticeship trains you to provide excellent customer service and can be applied to hundreds of job roles across a huge range of industries. You will ensure customers are dealt with in a positive, reliable and pleasant way by offering advice, answering questions and handling complaints. The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction.

What You Will Learn

Knowledge:

- Knowing your customers
- Understanding the organisation

- Meeting regulations and legislation
- Systems and resources

Skills:

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

Behaviours:

- Developing self
- Team work
- Being open to feedback
- Equality
- Presentation

Entry Requirements

Level 2: Level 1 English and Maths will be required to complete this apprenticeship. Level 3: GCSE Mathematics and English at Grade A*-C/9-4 or Level 1 on the Literacy and Numeracy BKSB screening.

Progression

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

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