

Customer Service Practitioner



Level 2

Overview

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and / or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Apprenticeship Breakdown



Level 2



Min 12 months

Apprenticeship Delivery

Apprenticeship Delivery – Blended approach
Face-to-face, Skype, telephone and online learning

End of Course Qualifications

Functional Skills Level 1 in mathematics and English

Functional Skills Level 2 in mathematics and English (if achieved)

End Point Assessment

Apprenticeship Showcase
Pass or Distinction grade



Practical Observation
Pass or Distinction grade



Professional Discussion
Pass or Distinction grade

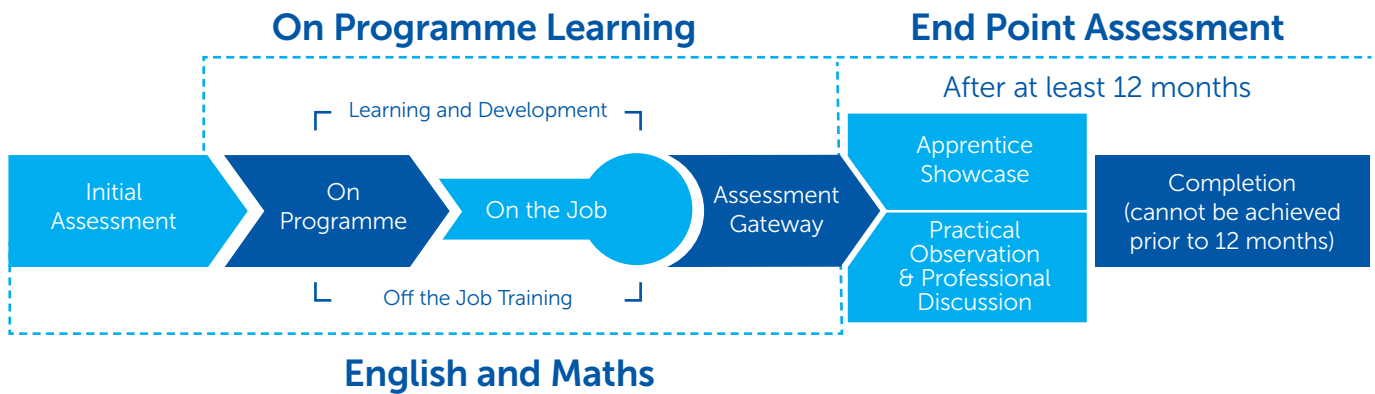
Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at a Professional level.

Customer Service Practitioner



Level 2

Apprenticeship Journey



What will your employees learn?

Knowledge

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

Skills

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

Behaviours

- Developing self
- Being open to feedback
 - Team working
- Equality - treating all customers as individuals
- Presentation – Dress code, professional language
 - "Right first time"

How will your employees learn?

Our Skills Coaches will support your apprentice by completing 1-2-1 interactions. These sessions will include the development of teaching and learning, performance reviews with line managers and will also take in to consideration any in-house training that is provided for the apprentice.

To Enrol or Contact Us:
team@dhasociates.co.uk
0151 336 6900

