



WISEORIGIN
C O L L E G E

CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP LEVEL 2



Work Based Learning, Done Right

An Apprenticeship is a real job with training so they are a great way to continue your education whilst getting paid and pick up industry recognised qualifications as you go. As an apprentice, you will work alongside experienced staff, gain job-specific skills, earn a wage, and be given time to study towards recognised qualifications.

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. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

What are the entry requirements?

There are no specific academic entry requirements however, all applicants need to attend an interview with a recruitment officer and undertake an initial English and Maths assessment.

The initial entry points for English and Maths are as follows:

For level 2 apprenticeships the minimum entry level for English and Maths is 'Entry level 3' (E3).

For all level 3 and 4 apprenticeships the minimum entry level for English and Maths is level 1, ideally level 2.

For all level 5 apprenticeships the minimum entry level for English and Maths is level 2 however, in some individual circumstances level 1 may be considered.

Who is this Apprenticeship for?

Individuals who provide customer service on behalf of their employer to other individuals in any sector. This can include face to face, digitally, via telephone or through writing.

Knowledge, Skills & Behaviours:

Knowledge: Knowing your customers, meeting regulations and legislation, understanding the organisation, system and resources, customer experience, your role and responsibility, product and service knowledge.

Skills: Interpersonal skills, influencing skills, personal organisation, communication, dealing with customer conflicts and challenges.

Behaviours: Being open to feedback, team working, developing self, equality for all customers as individuals, high presentation levels and professional language.

Progression and career path:

Progression into a further apprenticeships or development within the organisation taking on increased responsibilities and a more senior position.

Duration - 12 Months

“Wise Origin College is the place to be if you want your ideal Apprenticeship”

National Delivery: Delivery will be via a combination of classroom based training and training within the workplace.



For further information and to apply:



www.wiseorigincollege.com



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