

CUSTOMER SERVICE PRACTITIONER

This training programme provides an upskilling opportunity that can support your career progression within the industry. It is ideal for customer service professionals who deal with customers through one-off or routine contacts, which could include managing customer queries, dealing with orders/payments, offering advice, guidance and support or gaining insight through measuring customer satisfaction.

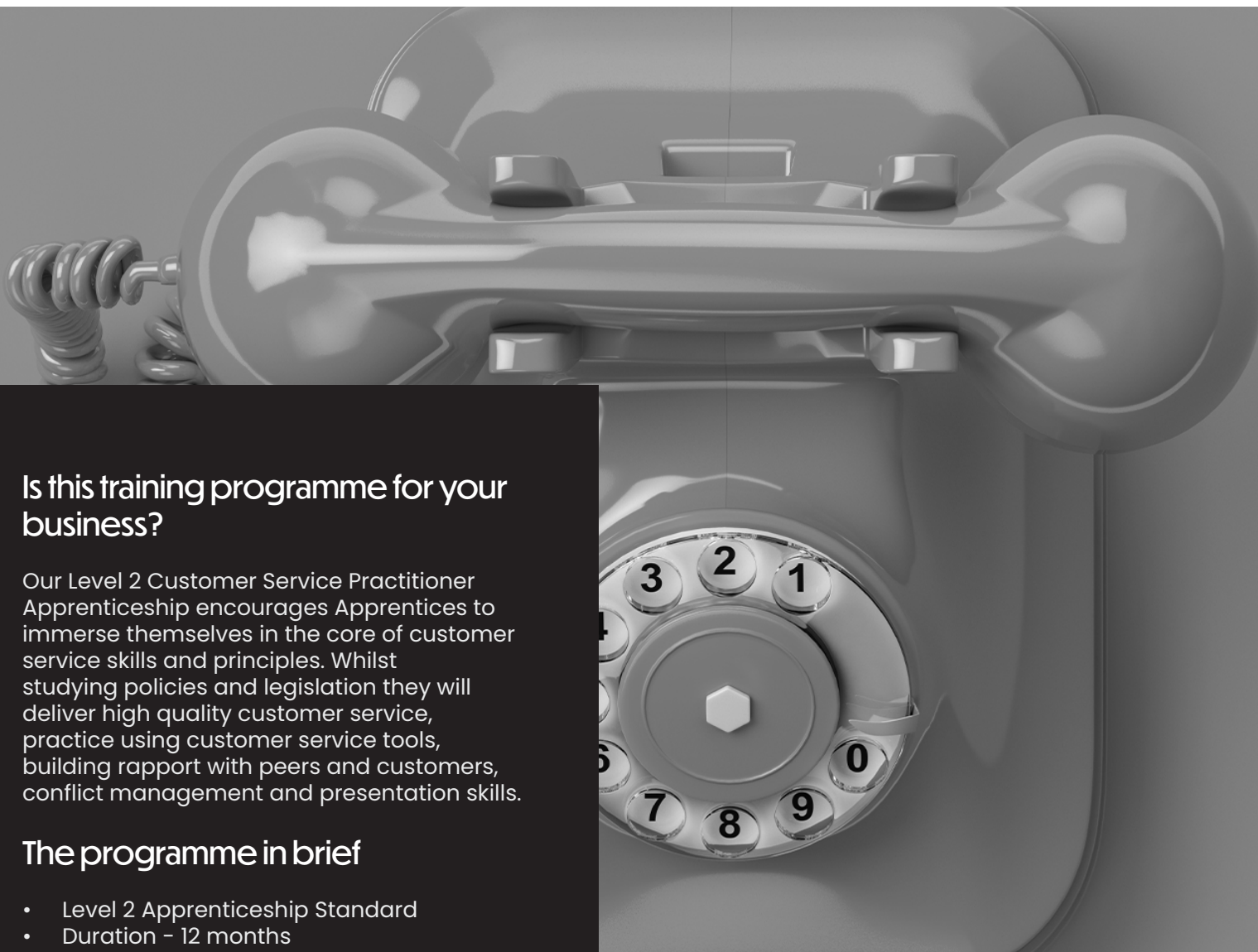
Is this training programme for your business?

Our Level 2 Customer Service Practitioner Apprenticeship encourages Apprentices to immerse themselves in the core of customer service skills and principles. Whilst studying policies and legislation they will deliver high quality customer service, practice using customer service tools, building rapport with peers and customers, conflict management and presentation skills.

The programme in brief

- Level 2 Apprenticeship Standard
- Duration – 12 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Level 2 Functional Skills where appropriate
- End-Point Assessment

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The learner journey

1. 12 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End Point Assessment. The learner could partake in a combination of activities, such as classroombased sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in off-job training.

2. Gateway – After the 12 months teaching and learning, you, your training provider and the learner will review the learners's journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to ensure that your staff members benefit fully from their training. As a result, we will mix in-person instruction with online learning to provide them the support and direction they require. A committed mentor will be assigned to each learner to help them through their training plan. Learners get unrestricted access to online resources for learning and support, as well as their mentor. The learners will benefit from all of this in order to satisfy the standards, which will enable them to become competent and completely qualified.

We will facilitate the delivery of the learners's End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

What your employees will learn

During the duration of the Apprenticeship, Apprentices will develop a range of new knowledge, skills and behaviours which will add significant value to each Apprentices overall learning, progress and development. Examples include:

Knowledge:

Knowing your customers
Customer experience
Product and service knowledge

Skills:

Interpersonal skills
Communication
Personal organisation

Behaviours:

Team working
Equality – treating all customers as individuals
Presentation – dress code, professional language

Completion of this apprenticeship will lead you to be eligible to join the Institute of Customer Service as an Individual member at professional level. As well as progressing on to the level 3 Customer Service Specialist apprenticeship programme or alternatively the level 3 Business Administration apprenticeship.

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