



**Anderson Stockley**

Accredited Training Ltd.

# Customer Service Practitioner Apprenticeship

The Customer Service Practitioner Apprenticeship is suitable for anyone who delivers high quality products and services to their organisation's customers. Their main responsibilities will be to provide a high quality service to customers digitally, or face to face. Roles could 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.

## Apprenticeship Components

- Work to Customer Service Apprenticeship Standard – Portfolio of evidence, workbooks and observations in the workplace
- Level 2 Diploma in Customer Service - Portfolio of evidence, workbooks and observations in the workplace
- Level 1 Functional Skills in Maths – Invigilated test for mathematics
- Level 1 Functional Skills in English – Two invigilated tests, discussion and presentation
- 20% off the job training - Variety of evidence
- End Point Assessment-Apprentice Showcase, Observation and Professional Discussion.

## Qualification Structure

Over the duration of this apprenticeship, apprentices will need to demonstrate a range of customer service skills and behaviours. These skills will be developed over a period of time with the support of a work based mentor and an assessor. The assessor will set a range of tasks that the learner will need to complete to develop their knowledge, skills and behaviours in a customer service environment.

## What is Off the Job Training?

While on programme as an Apprentice all learners must spend a minimum of 20% of their apprenticeship conducting 'off the job training' towards their qualification. This could include: mandatory training, lectures, role-playing, simulation exercises, online learning, manufacturer training, practical training such as: mentoring, shadowing, industry visits and attendance at shows/conferences. This could also include time spent writing assignments/assessments.

This does not include: English, Maths, progress reviews, on programme assessment, or training which takes place outside the apprentice's paid working hours.

## What is the End Point Assessment?

The end point assessment consists of three parts, the Apprentice Showcase, Observation and Professional Discussion. The Showcase enables apprentices to reflect and present examples of their development over the on-programme period. The showcase will be assessed either face to face or remotely. It can be showcased through a presentation by a virtual form of assessment such as a report, storyboard or journal.

The observation will be pre-planned and scheduled for when the apprentice is in their normal place of work. The observation will give the apprentice the opportunity to evidence their skills, knowledge and behaviours.

There will be a structured discussion following the observation. This is to establish the apprentice's understanding and application of knowledge, skills and behaviours. The discussion will last no longer than 1 hour.

## Entry Requirements

There are no specific entry requirements, however some companies will have their own entry requirements. All learners will be required to carry out initial assessments in Maths and English, prior to enrolment on the course. Learners will need to be working a minimum of 30 hours a week to meet the apprenticeship funding guidelines.