



Customer Service Practitioner Standard Level 2

Customer Service Practitioners provide a high quality service to their customers. Their actions influence the customer experience, delivering satisfaction and loyalty for an organisation.

Training benefits

On completion of this 12 month standard, learners will demonstrate a range of excellent customer service skills and behaviours as well as product and/or service knowledge. The apprenticeship standards “knowledge, skills and behaviours” are developed over the course of the programme via scheduled learning interventions with employer mentors and Tess Group regional trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

What's covered?

- Know your customers: Learners learn how to identify internal and external customers, understand their needs and expectations through appropriate methods of communication.
- Communicate with your customers: Learners explore a variety of communication and interaction methods and how they can impact customer experience.
- The customer experience: Learners learn how to create a positive customer experience and approach customer conflict.
- Products and services: Learners learn how systems, equipment and technology can both support their learning and benefit customers.
- Understand your organisation: Learners explore different types of sector organisations and get familiar with the employer brand to understand service culture.
- Your role and responsibilities: Learners learn how to set a development plan, review their progress and take on board feedback.
- Teamwork: Learners learn how to contribute to a successful team, why it's important and how effective teamwork supports service delivery.
- Regulations and legislation: Learners discover the importance of following business legislation, the laws that Apply and their personal responsibilities.

Assessment

- Regular evaluation sessions with managers and trainers will include performance observations, Q&A sessions and a series of professional discussions. To prepare for a final assessment learners will be asked to complete a number of activities in-between visits.

End point Assessment

- Learners access End Point Assessment following a gateway discussion with their employer and Regional Trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The Customer Service Practitioner Level 2 End Point Assessment will include the following types of assessment:
 - Observation of Practice
 - Professional Discussion
 - Apprentice Showcase

Benefits to training with Tess?

- OneFile - award winning learning platform that brings training and assessment together
- BKSb - the UK's most popular online Functional Skills and GCSE Solution
- Learning & Development Style Workshops



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