



Ofsted

Good  
Provider



Customer Service  
Practitioner

Level 2

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 Apprenticeships

 **FAREPORT**  
SKILLS FOR THE FUTURE

# Customer Service Practitioner

**Level: 2**

**Duration:** 12 – 15 Months

## **Entry Requirements:**

- Candidates should already be working within a Customer Service related role with direct opportunity to support Customers and Customer queries within their job role.
- The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

## **Overview:**

The Customer Service Practitioner qualification is ideal for those that are looking to improve their knowledge and skills to develop a career within a Customer focused sector. The Customer Service Practitioner qualification offers the opportunity to learn, review and reflect on practices as well as take new skills learned and put them into practice within the workplace.

To successfully complete this qualification you will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You will 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.

## **Qualification Awarded:**

- Customer Service Practitioner Standard Level 2
- Functional Skills English Level 1
- Functional Skills Maths Level 1

## **Key Topics:**

- Understanding who your Customers are
- Communication
- The Customer experience
- Budgeting and Cost Control
- Influencing skills
- And much more...

## **Assessment Methods:**

A variety of assessment methods will be used to demonstrate knowledge and competence:

- Workbooks
- Assignments
- Product evidence
- Reflective accounts
- Discussions
- Witness testimony
- Observation

## **End Point Assessment**

End point assessment or "EPA" has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. EPA will consist of the below activities:

- Apprentice Showcase
- Practical Observation
- Professional Discussion