

# Business and Management

## Customer Service Practitioner Level 2 Apprenticeship

### In Brief

#### Start Date / Duration

You can start an apprenticeship at any time. This programme will take a minimum of 12 months to complete.

#### Entry Requirements

- Two GCSEs at grade 4/C or higher. It is desirable that you have English and maths at grade 4/C or above but this is not essential as Functional Skills are delivered as part of the apprenticeship programme
- You will need to find an employer to employ you as an apprentice. Please see our [Apprenticeship vacancies](#).

#### You will achieve

Level 2 Customer Service Apprenticeship Standard.

### Course Overview

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.

### Course Content

You will need to show competence in the following areas;

### **Knowledge**

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge

### **Skills**

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge

### **Behaviours**

- Developing self
- Being open to feedback
- Team working
- Equality
- Presentation
- Right first time

### **English and maths**

English and maths qualifications are a requirement for most jobs and it is important that you are able to demonstrate your ability in these areas. If you do not already have a grade C or above(4-9) in GCSE English and maths you will automatically undertake further study in these subjects as part of your apprenticeship.

## **How will I be assessed?**

You will be assessed through on programme assessment of knowledge, skills and behaviour outcomes on-route to final synoptic end point assessment consisting of:

- Apprenticeship Showcase
- Practical Observation
- Professional Discussion

## **What Equipment Will I Need?**

You will be required to provide paper, writing materials, and memory stick.

## **Where will I study?**

You will study in your workplace and attend classes at Barnsley College if required.

## What can I do next?

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at professional level. You could progress onto a Level 3 Customer Service or Team Leader/Supervisor Advanced Apprenticeship.

## How much does the course cost?

There is no cost to being an apprentice. All costs associated with your apprenticeship, including the cost of training and your salary, will be paid by your employer.

## Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare. For further information please contact the Student Services Team on +44 (0)1226 216 267.

## Extra information

### Contact the Apprenticeship Team

For further information please contact the team on 01226 216166 or email: [apprenticeships@barnsley.ac.uk](mailto:apprenticeships@barnsley.ac.uk) [mailto:apprenticeships@barnsley.ac.uk]

## Want to join Barnsley Sports Academy and the Sports Village?

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/our-departments/sport/sports-academy/>].

## Additional Learning Support

Our Additional Learning Support team can provide you with the support you need. Please contact them on +44 (0)1226 216 769.

## English and Maths

Having good English and Maths qualifications are important for most careers and we want to give you the help you need to succeed.

If you are aged 16 – 19 and don't already have a grade C/4 or above in GCSE English and Maths they will automatically be included in your study programme. If you want to work towards higher grades in English and Maths we can help you do that too.

Need a higher level Maths qualification? We offer a [Level 3 Mathematical Studies \(Core Maths\)](#).

This can be added to your study programme.

If you need any further information, please contact our friendly [Information Team](#).

## Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

**Last updated:** 8th June 2022

### Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**