

# Customer Service Practitioner

Course	Qualification	Type	Level	Length
<b>Customer Service Practitioner</b>	 City and Guilds Level 2 Diploma in Customer Service Practitioner			13 months



Receive a real qualification

Earn while you learn

Career progression opportunities

This programme is predominantly work-based and is designed to enable the apprentice to learn a range of customer service principles and practices.

It includes the development of key customer services qualities such as presentation and communication in order to provide high quality customer service in almost any role.

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 **APPRENTICESHIP STANDARD**

An Apprenticeship Standard programme is occupation-focused and concentrates on the relevant knowledge, skills and behaviours required to complete the programme successfully.

**PROGRESSION OPPORTUNITIES**

- Become an individual member (at professional level) of the Institute of Customer Service
- Progress to higher level customer service-based qualifications
- Undertake a higher level apprenticeship in Supervisor/Team Leader if job role is appropriate

**ASSESSMENT METHODS**

- Assignments
- Work-based observation
- Professional discussion
- Portfolio of evidence
- Expert witness testimonies

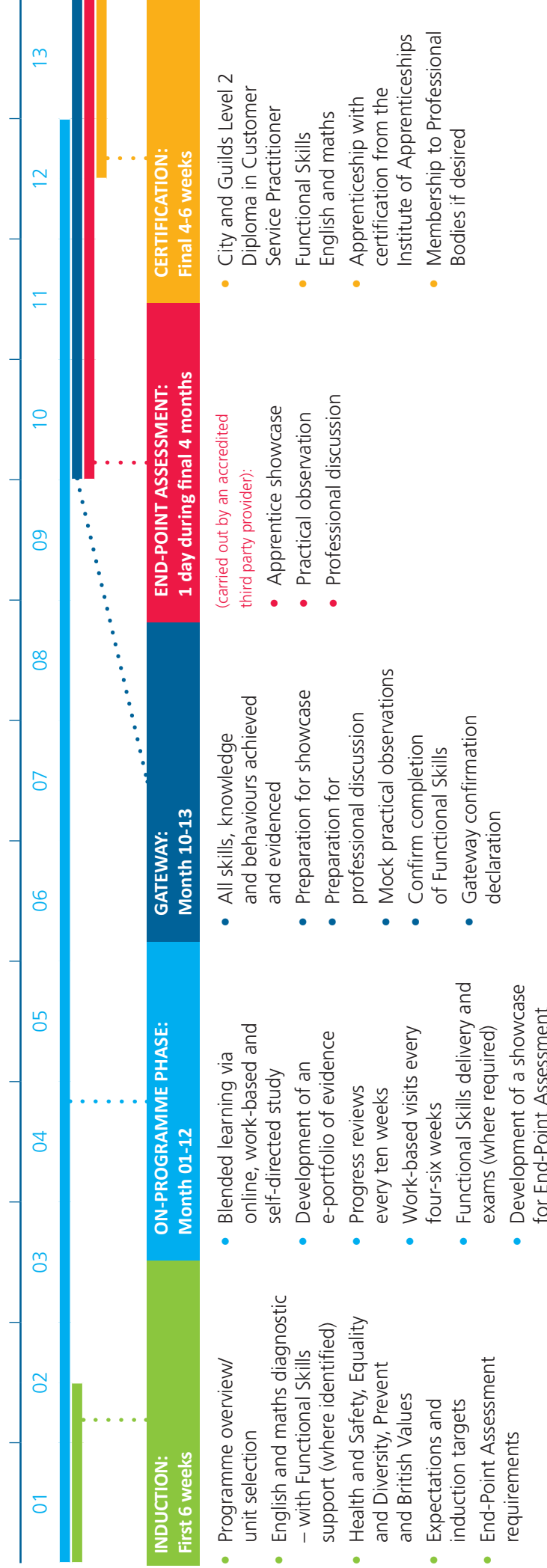
**RECOMMENDED END POINT ASSESSMENT (EPA) ORGANISATION**

- City and Guilds

**ENTRY REQUIREMENTS**

- Set by the employer
- learners will be expected to achieve Entry Level 3 English and maths initial assessment

# Programme timeline - Apprenticeship Standard 13 Months



**EPA (End Point Assessment).** All apprentices must undertake an independent End-point Assessment at the end of the on-programme phase of training, when their employer (supported by the College) is satisfied they have met the Gateway\* criteria to undertake the assessment.  
**End-point Assessments are graded and an apprenticeship certificate is only awarded after the assessment is successfully completed.**

\* Gateway  
 When an apprentice reaches the end of their training, the employer (supported by the College) will make the decision on whether the apprentice is ready to progress towards the End-point Assessment. This process or stage is known as the gateway.

