

APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

CUSTOMER SERVICE PRACTITIONER

- LEVEL 2
- 12 MONTH PROGRAMME



BUSINESS SECTOR

OVERVIEW

The role of a Customer Service Practitioner is to deliver high quality products and services to the customers of their organisation. The apprentice practitioner's actions will influence the customer experience and their satisfaction with the organisation.

ROLE PROFILE

Your apprentices' 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. Your apprentices may be the first point of contact and work in any sector or organisation type.

Your apprentices will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge.

YOUR APPRENTICES' LEARNING JOURNEY

Your apprentices will complete a 12-month apprenticeship learning journey. Their journey will include developing customer service knowledge, skills and behaviours and the achievement of at least Level 1 Literacy and Numeracy.

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

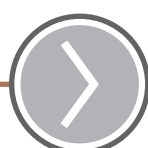
Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the [*Institute for Apprenticeships & Technical Education*](#) website.



LEARNING
JOURNEY



GATEWAY
MEETING



END-POINT
ASSESSMENT

APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS



APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

APPRENTICE AND LEVY/FUNDING MANAGEMENT

A complete apprentice and levy/funding management tool for ROATP providers and employer-providers.

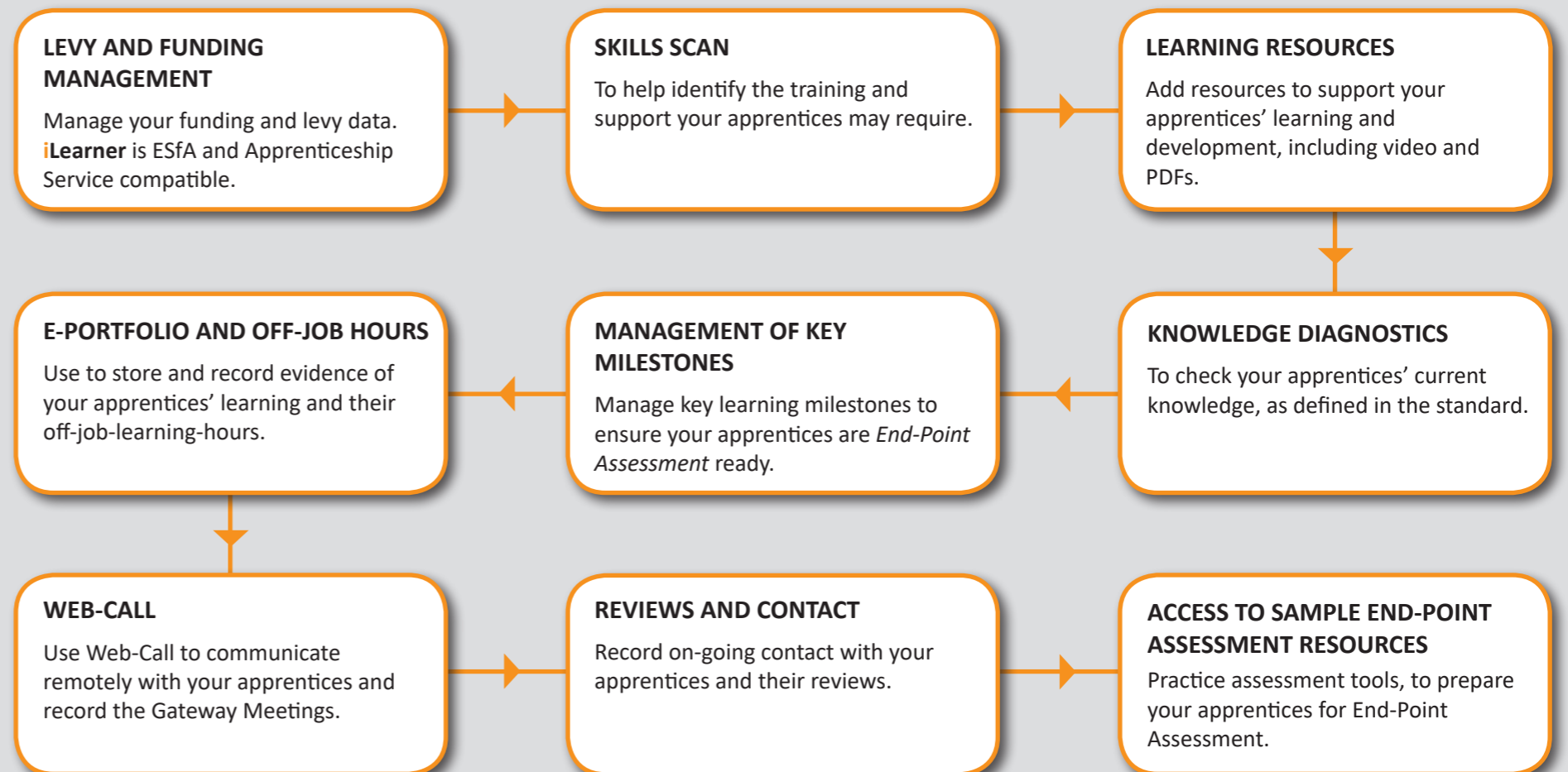
Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

DELIVERY OF END-POINT ASSESSMENT

- Sample assessment resources and Trainer Toolkit, to prepare your apprentices for their End-Point Assessment
- Professional Discussion, Interview and Presentation End-Point Assessment conducted online, using **iLearner's** Web-Call
- Track End-Point Assessment progress and results on **iLearner**

APPRENTICESHIP LEARNING JOURNEY

A complete
apprenticeship
delivery solution -
guiding you every step
of the journey...



APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

CUSTOMER SERVICE PRACTITIONER - LEVEL 2

▶ **SHOWCASE**

The showcase enables your apprentices to reflect and present examples of their development over their complete learning journey, using iCQ's Showcase Storyboard.

▶ **OBSERVATION**

The one-hour observation enables your apprentices to demonstrate their skills, knowledge and behaviour from across the standard, against demanding work objectives.

▶ **PROFESSIONAL DISCUSSION**

A one-hour structured discussion between your apprentices and an iCQ assessor, to establish your apprentices' understanding and application of knowledge, skills and behaviours.

iCQ Level 2 End-Point Assessment for Customer Service Practitioner is accredited by Ofqual (603/2858/7).



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

WANT TO KNOW MORE?

For further information, please contact us:

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