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.
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.

• 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

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

- LEVY AND FUNDING MANAGEMENT
  Manage your funding and levy data. iLearner is ESFA and Apprenticeship Service compatible.

- SKILLS SCAN
  To help identify the training and support your apprentices may require.

- LEARNING RESOURCES
  Add resources to support your apprentices’ learning and development, including video and PDFs.

- MANAGEMENT OF KEY MILESTONES
  Manage key learning milestones to ensure your apprentices are End-Point Assessment ready.

- KNOWLEDGE DIAGNOSTICS
  To check your apprentices' current knowledge, as defined in the standard.

- E-PORTFOLIO AND OFF-JOB HOURS
  Use to store and record evidence of your apprentices’ learning and their off-job-learning-hours.

- REVIEWS AND CONTACT
  Record on-going contact with your apprentices and their reviews.

- WEB-CALL
  Use Web-Call to communicate remotely with your apprentices and record the Gateway Meetings.

- ACCESS TO SAMPLE END-POINT ASSESSMENT RESOURCES
  Practice assessment tools, to prepare your apprentices for End-Point Assessment.
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).

APRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

WANT TO KNOW MORE?
For further information, please contact us:

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