

Customer Service Practitioner

Level 2



Overview:

Elevate your customer service skills with our Customer Service Practitioner apprenticeship!

Learn how to effectively influence and cultivate relationships with customers, navigate conflicts and challenges, all while remaining aligned with brand values.

As the initial point of contact for customers, this apprenticeship will empower you to provide exceptional service, embrace responsibility, and foster both your own growth as well as that of others, ensuring everyone reaches their full potential.

Professional recognition:

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.



What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- A dedicated Trainer who will support with learning, skills competency and developing evidence. Always aiming for a Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.


Key information:

 Level: **Level 2**

 Duration: **12 months**
(Not including EPA period)

 Format / Delivery: **Blended learning model**

 Funding band: **£3,500**

 Contextualisation available: **Yes**

Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

Relevant to:

Customer Service – for individuals who are the first point of contact with customers in any sector.



What is included in the Standard:

Knowledge	Skills & Practical Application	Behaviours
<ul style="list-style-type: none"> • Knowing your customers – understand needs and expectations. • Understanding the organisation – brand promise and values. • Meeting regulations and legislation. • Systems and resources. • Your role and responsibility. • Customer experience – build trust and know why this matters. • Product and service knowledge. 	<ul style="list-style-type: none"> • Interpersonal skills – building rapport. • Communication. • Influencing skills. • Personal organisation. • Dealing with customer conflict and challenge – demonstrate patience, understanding and seek resolution. 	<ul style="list-style-type: none"> • Developing yourself – keep your service knowledge and skills up-to-date. • Being open to feedback – act on and seek feedback from others to develop. • Team working – share learning with others, make recommendations to support good practice. • Equality – treat customers as individuals. • Uphold the organisations core values and service culture through your actions. • Presentation – dress code, professional language. • 'Right first time' – take ownership from the first contact and then take responsibility for fulfilling your promise.

10,000+

Empowering over 10,000 learners to achieve their apprenticeships since 2012. Your success, our mission.

100%

of our Customer Service Practitioners achieved a Distinction pass at EPA.

Employer reviews



Excellent

Apprentice reviews



Good

58% of our Apprentices across all Standards achieved a Distinction at EPA (2022/23).



Typical learner journey:



1. Enquiry / Consultation

Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.



5. Learning journey commences

With enrolment and induction completed, learners start their learning journey by engaging with regular sessions, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.



2. Programme Introduction

Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.



6. EPA Prep and Gateway

Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.



3. Onboarding / Enrolment

Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.



7. End Point Assessment

The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.



4. Induction

Learners participate in a comprehensive Induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).



8. Achievement / Progression

Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.

End Point Assessment:

The End Point Assessment consists of three elements, all of which may be completed online:

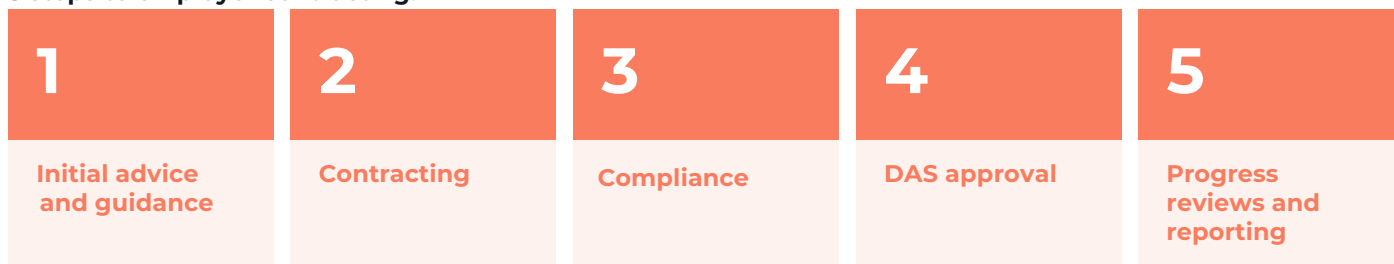
Assessment method	Areas assessed	Weighting
Apprentice showcase	Knowledge / Skills / Behaviours	65%
Practical observation	Knowledge / Skills / Behaviours	20%
Professional discussion	Knowledge / Skills / Behaviours	15%



Employer contracting:

All employers who want to utilise the apprenticeship Levy or the Co-investment model are required to contract with a ROATP approved provider, and follow the Government approval process for onboarding new learners including securing funding for each apprenticeship Standard via the Digital Apprenticeship Service.

5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.

Contract for services issued online for review and electronic signature.

Employer to complete Health & Safety compliance and provide Insurance Liability certification for the Apprentices workplace.

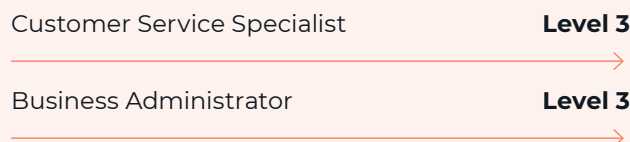
Approval via employers Digital Apprenticeship Service account.



Employers will be invited to attend progress reviews and receive updates throughout their Apprentices journey.

Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.



What our learners have to say:



I was asked by my manager if I would like to sign up for an Apprenticeship, at first, I was a bit skeptical as I thought my school days were over! I decided it would be a good opportunity for me to expand my knowledge and further my skills and so far, I am really enjoying the course.

Noel



I hope to continue my learning journey and would highly recommend Linden to anyone wishing to develop.

Louisa



Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **lindenmanagement.org.uk**

