

# Apprenticeships

## Find your inner Superhero

### Customer Service Practitioner - Level 2



#### Programme Overview

This training programme provides an up skilling opportunity that can support career progression within the customer service sector of any industry. It's ideal for anyone who delivers products and/or services to customers. It's a great training programme for new staff who are joining the business or existing staff who want to concentrate on customer service skills alone and not retail specific skills. This qualification will help any staff member who is interested in becoming a customer service expert.

You will learn how to influence the customer experience and their satisfaction within the business. It will teach you to demonstrate excellent customer service skills and behaviours as well as product knowledge.

This training will work in line with our internal customer service strategy and within regulatory requirements. This is a fantastic opportunity to gain a qualification which isn't sector specific so will support your own development for the future.

#### Modules Include:

- Customer Service principles and practices
- Business principles and practices
- Customer Service Skills
- Communication and presentation skills



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## Key Information

Qualification	Level 2 Customer Service Practitioner Apprenticeship - equivalent to GCSEs
Duration	This qualification typically takes 13 months
Entry Requirements	<p>The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7.</p> <p>Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.</p>
Role Suitability	Ideal for anyone in a role such as Customer Service Assistant, Customer Service Advisor, Customer Service Trainee or Customer Service Administrator
Key Responsibilities	Providing customer service products and services for businesses and other organisations including face-to-face, telephone, digital and written contact and communications.
Delivery	Blended approach of remote and face to face visits.
Assessment	<p>For this qualification the EPA consists of the following:</p> <ul style="list-style-type: none"> <li>• Apprentice Showcase</li> <li>• Practical Observation</li> <li>• Professional Discussion</li> </ul>
Progression	Individuals that successfully achieve this apprenticeship standard will be well placed to progress to a higher level customer service qualification leading to prospects in a supervisory role.
Benefits	<ul style="list-style-type: none"> <li>• Developing exceptional skills in customer services</li> <li>• Skills gained can be applied cross sector</li> <li>• Personal Development</li> <li>• Earn as you learn</li> <li>• Government Recognised Qualification</li> </ul>





**Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.**

### **Apprenticeship Support Team**

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

### **Learning and Development Coaches**

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.

### **Programme Support:**



#### **Induction Support:**

- On boarding and start of learner journey



#### **On Programme Support:**

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



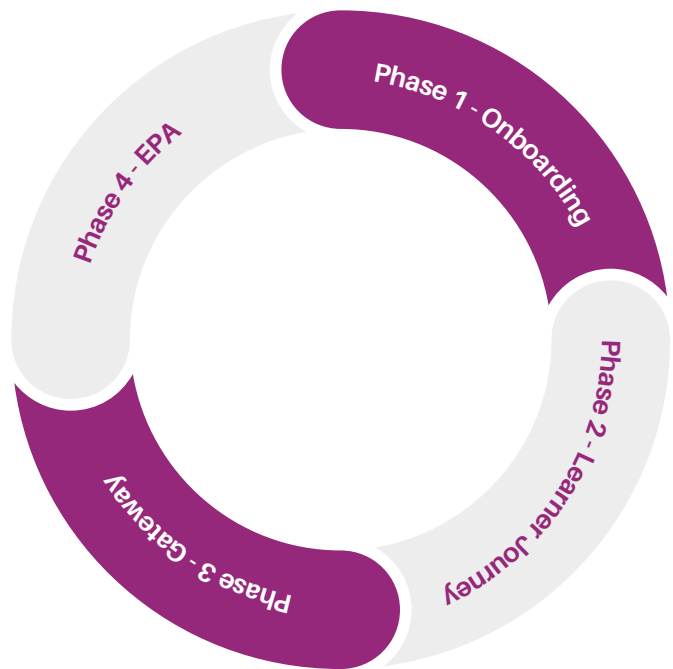
#### **End Point Assessment Support:**

- Gateway Review
- EPA Booking
- EPA Support





## Programme Outline:



## Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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