



APPRENTICESHIP TRAINING:

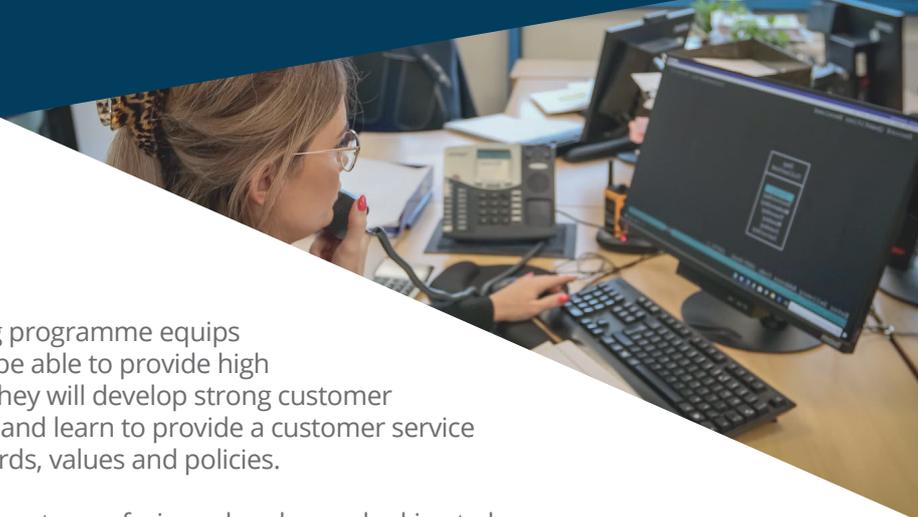
Customer Service Practitioner Level 2

Expand your staff's customer service and 'people' skills and excel at providing high levels of service



NTG
TRAINING

Course Overview



The Customer Service Practitioner Level 2 training programme equips your employees with the skills and knowledge to be able to provide high quality products and service to your customers. They will develop strong customer service and communication skills and behaviours and learn to provide a customer service experience in line with your organisation's standards, values and policies.

This course is ideal for those already working in a customer facing role, who are looking to learn more about the delivery of excellent customer service and improve their communication skills to strengthen relationships and interactions with customers and colleagues.

Upon completion of the course, the employee will have the appropriate skills, knowledge and behaviours to be able to fulfil a Customer Service Practitioners role effectively.

Programme outline:

- Learn more about the delivery of excellent customer service
- Improve communication skills to strengthen relationships and interactions with customers and colleagues
- Develop the knowledge and principles that underpin outstanding customer care
- Gain or develop key transferrable skills applicable in a range of industries and sectors

By engaging NTG Training to deliver this apprenticeship programme, you can upskill your current staff, or recruit and train new high-calibre apprentices by investing in their training and development.

The duration of this apprenticeship is 13 months and is made up of 13 modules.

Our training is tailored to suit your business needs and we will work around you to put together a training plan using a blend of online training, webinars and face-to-face workshops at your premises.

Apprentix – flexible e-learning software

Apprentix is a collaborative e-learning and e-portfolio management system for apprenticeship training. It offers a user-friendly "Netflix-style" interface for apprentices, giving over 200 hours of high quality online learning for each standard.

Apprentices have access to all the e-learning courses on the system free of charge in addition to the courses built into the apprenticeship package. These can be accessed online anytime, from anywhere, to meet your business needs and saving you time and money.



What does the Apprenticeship cover?

During this course, learners will gain the essential knowledge, skills and behaviours to provide first class customer service, develop themselves and enhance their communication skills.

KNOWLEDGE

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge

SKILLS

- Interpersonal skills
- Communication
- Influencing Skills
- Personal Organisation
- Dealing with customer conflict and challenge

BEHAVIOURS

- Developing Self
- Being open to feedback
- Team working
- Equality - treating all customers as individuals
- Presentation - dress code, professional language
- Right first time - clarify and manage customer expectations



What qualifications will you get?

- Customer Service Practitioner Level 2 Standard
- Level 2 Diploma in Customer Service (RQF)
- Level 1 Functional Skills Maths*
- Level 1 Functional Skills English* ** If required*

End Point Assessment

Assessment takes place in the workplace, with employees carrying out their daily tasks to demonstrate their competence using the following forms of assessment:

Apprentice showcase

Each employee develops a portfolio of evidence which demonstrates they can perform at the level described. The showcase will be assessed against an external brief set by the EPA organisation. The learner will be expected to provide a report or presentation reflecting on the work they have completed over the past 12 months.

Employees will be allocated a Trainer Assessor who will assist in the preparation of the portfolio.

Practical Observation

The learner will take part in a pre-planned observation that lasts approximately one hour. It must provide evidence of the learner applying their skills, knowledge and behaviours within their job role. At a minimum, learners will display presentation, equality, interpersonal skills, communication and personal organisation.

Professional Discussion

The learner will take part in a professional discussion with an external assessor to gather evidence for scenarios that have not been evidenced during the observation. Their line manager or employer will be present in this discussion to confirm the validity of evidence provided.

Improve your staff's customer service skills today!

We offer a complimentary consultancy service to ensure we find the best qualification for you and your business. Contact us to discuss this opportunity further.

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