

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation.

Your 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.

Key Responsibilities

Responsibilities will include demonstrating excellent customer service skills and behaviours at all times, as well as product and/or service knowledge when delivering to your customers.

Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Qualifications Included

None specified.

Before taking their end-point assessment apprentices must:

- Achieve level 1 English and maths (equivalent to GCSEs at grades D to G)
 - Take the test for level 2 English and maths (equivalent to GCSEs at grades A* to C)
- Apprentices will also be required to undertake a range of end point assessment, including: professional discussion, project work.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs (or equivalent) at Grade C minimum.

The employer may also choose to consider applicants based on relevant prior experience.

Programme Level

Level 2

Duration

Expected duration of minimum of 15 months.

Job Roles

Specific job roles may include: Customer Relationship Manager, Customer Relations Officer, Customer Service Executive, Customer Service Manager, Customer Supervisor, Customer Support Agent.

Delivery Method

Apprentices should work for at least 30 hours per week, including 'Off the Job' Training. The 20% training is delivered by Creative Sport & Leisure, either at the workplace, off-site or via e-learning. The training is specifically tailored to ensure your apprentices develop the skills they will need to thrive in your workplace, giving apprentices a real advantage with career progression and allow the employer to build a future workforce.

Progression

Upon successful completion, the customer service practitioner route may progress to further career opportunities, such as supervisory or managerial roles.