



# CUSTOMER SERVICE Practitioner Apprenticeship

## All you need to know



## Customer Service Apprenticeship

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Apprentices core responsibility will be to provide a high-quality service to customers delivered from the workplace, digitally, or meeting the customer in their own location.

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. Apprentices may be the first point of contact and may work in any sector or organisation type.

A customer service practitioner's actions will influence the customer experience and their

satisfaction with the organisation. They must demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to their customers.

Customer service practitioners provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Their customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

Access Training will work with you to design a training package covering all the essential skills, behaviours and knowledge to provide a quality customer service practitioner.

### What's Involved?

Apprentices will gain a good understanding of the key responsibilities and skills needed to work successfully in this role including:

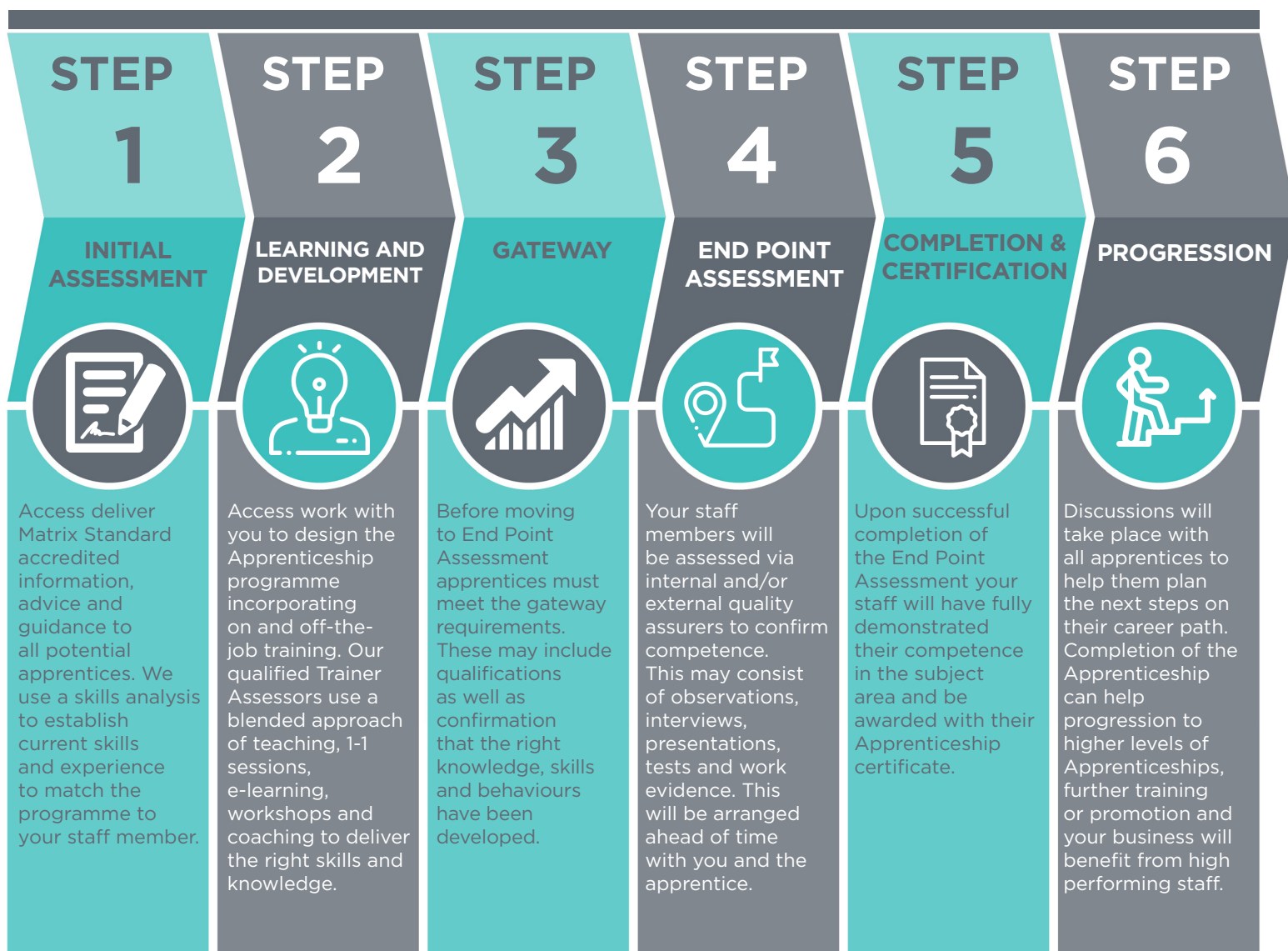
- *Product and service knowledge*
- *Influencing skills*
- *Dealing with conflict and challenge*
- *Systems and resources*
- *Relevant regulations and legislation*
- *Knowing your customers*
- *Communication skills*
- *Values and service culture*
- *Team working*
- *Developing self*
- *Personal organisation*
- *Maths and English Functional skills to level 2\**  
*\*if not already achieved*

# More about Apprenticeships

An Apprenticeship is a real job with an accompanying skills development programme. It is a way to earn while they learn and gain valuable skills and knowledge in a specific job role.

They must spend at least 20% of their time on off-the-job training which will consist of a wide mix of learning in the workplace, workshops, e-learning, mentoring, self-study and the opportunity to practise new skills at work. Apprenticeships typically last between 12 - 18 months and our roll-on, roll-off model means there is no waiting for course start dates.

## THE 6 STEP APPRENTICESHIP JOURNEY



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