



Redbridge Institute

Community learning and skills

£4K

Government
funding band

12mth

apprenticeship
programme

Level 2

Apprenticeships 19+ adults.

Customer Service Practitioner

Overview

Great customer service is critical to the success and reputation of your business. Instilling tip top skills in your customer facing teams is vital to serving customers in the best way possible. An integral part of the product experience, delivering great service makes it possible to compete effectively in a crowded marketplace.

Role profile

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. A customer service practitioner will 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. 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. The customer service practitioner may be the first point of contact and work in any sector or organisation type.

Delivering high-quality learning
in the heart of the community

Apprenticeship journey



Mock Assessments

Ensuring that everyone has the most accurate expectation of end point assessment is essential. Mock assessment materials and guidance will be provided to structure learning towards the end point assessment to assure the best chance of success.



Gateway

As an employer, it is your decision to place apprentices for the end point assessment. We will work with an end point assessment organisation to ensure that your apprentice is only put forward when they are ready to be assessed.

1

2

On programme training

Apprentices will work with an employer during the week and will come to the Institute on one day each week to complete the standard.

The apprenticeship will include:

- The relevant standard and we will also provide the opportunity for the apprentice to gain a customer service qualification
- Functional Skills in ICT
- Functional Skills in Maths and English (if applicable)

In addition, our assessors will come to your workplace to carry out observations on a regular basis.

One requirement of an apprenticeship is that off-the-job training must amount to 20% of the apprentice's contracted employment hours, this can be made up of the hours that are spent at the Institute and sometimes other training in the workplace.

Entry requirements

Apprentices will be required to have or achieve level 1 English and maths and to have taken level 2 English and maths tests prior to completion of their apprenticeship.

The apprenticeship will take a minimum of 12 months to complete.



End Point Assessment

As defined by employer-led trailblazer action groups, the assessment plan for customer service practitioner has three modes of assessment, the practical observation and the professional discussion. We will work with an end point. An assessor who will see each apprentice through all modes of assessment and assure consistent quality of assessment.

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Recruitment, information, advice and guidance

Redbridge Institute is on the Register of Approved Training Providers (ROTAP).

If you are a levy payer you will need to register on the Government website.

We can help to recruit apprentices for employers and offer a personal service to each employer.

We will carry out a thorough initial assessment on the suitability of a person to become an apprentice. We can help to complete a thorough induction programme.

Additional Support

We work with employers and maintain regular contact to gain feedback ensuring continual quality checking of the apprentice.

We can provide additional value added qualifications, at a subsidised cost, such as:

- Customer service qualification
- Food Handling
- Safeguarding

Paying for apprenticeship training

The apprenticeship levy can be used to pay for the apprenticeship training. The Levy is paid by employers with annual pay bills over £3 million.

Employers who have a pay bill of less than £3 million are required to pay 10% towards the cost of the apprenticeship training.

The remaining training costs will be paid by the Government.

Progression



For more information and a personal visit, please contact:

Apprenticeship Manager
Redbridge Institute
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Or reception on 0208 550 2398
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