

Level 2 Customer Service Practitioner Apprenticeship

This is aimed at staff who 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 you may be the first point of contact. The following skills, knowledge and behaviours are covered in the apprenticeship:

Knowledge:	Skills:	Behaviours:
<ul style="list-style-type: none"> Knowing your customers 	<ul style="list-style-type: none"> Interpersonal skills 	<ul style="list-style-type: none"> Developing self
<ul style="list-style-type: none"> Understanding the organisation 	<ul style="list-style-type: none"> Communication 	<ul style="list-style-type: none"> Being open to feedback
<ul style="list-style-type: none"> Meeting regulations and legislation 	<ul style="list-style-type: none"> Influencing skills 	<ul style="list-style-type: none"> Team working
<ul style="list-style-type: none"> Systems and resources 	<ul style="list-style-type: none"> Personal organisation 	<ul style="list-style-type: none"> Equality – treating all customers as individuals
<ul style="list-style-type: none"> Your role and responsibility 	<ul style="list-style-type: none"> Dealing with customer conflict and challenge 	<ul style="list-style-type: none"> Presentation – dress code, professional language
<ul style="list-style-type: none"> Customer experience 		<ul style="list-style-type: none"> “Right first time”
<ul style="list-style-type: none"> Product and service knowledge 		

This will delivered in 1:1 visits with your assessor and when they see you in the workplace they may undertake observations, professional recorded discussions, witness testimonies from colleagues, copies of work undertaken (e.g. patients notes, emails). Once you have covered all off the above you will then be entered for the End Point Assessment, this will include the following:

- Apprentice Showcase
- Practical Observation
- Professional Discussion

Upon completion of these you will achieve a pass, merit or distinction. This takes about 12 months to complete.

For more information please contact Amy Rothwell, Apprenticeship & Development Coordinator, amy.rothwell@cpft.nhs.uk or 01223 868869.



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