

Customer Service Practitioner (Level 2)

Duration: 8-12 months



Why Organisations Choose This Programme

- Develop confident, professional customer service practitioners
- Improve the experience of patients, customers and service users
- Strengthen communication skills across your organisation
- Build knowledge of your organisation, products and services
- Support staff to deliver consistently high-quality customer service
- Develop clear progression opportunities into further apprenticeships

How Is The Apprenticeship Delivered?

- Structured learning across the programme
- Workplace-based development
- Learning focused on customer service tools and systems
- Knowledge of organisational roles and responsibilities
- Regular preparation for End-Point Assessment
- Gateway preparation

Who Is This For?

- Customer Service Practitioners
- Reception and customer-facing staff
- Patient-facing support staff
- Staff providing customer service digitally or face-to-face
- Individuals starting a career in customer service
- Existing employees looking to develop their customer service skills

End-Point Assessment Assessment includes:

- Showcase Presentation or Showcase Report with interview
- Observation of practice
- Professional Discussion

Successful apprentices achieve the nationally recognised:

**Customer Service Practitioner Level 2
Apprenticeship Standard**

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Apprentices Will:

- Deliver high-quality customer service
- Communicate professionally with customers and colleagues
- Understand and respond to customer needs
- Use customer service tools, systems and resources
- Develop knowledge of products and services
 - Work within relevant regulations and legislation
 - Represent their organisation professionally
 - Contribute to a positive customer experience

Progression Outcomes

Following successful completion, learners may progress to:

- Customer Service Specialist Level 3 Apprenticeship
- Business Administrator Level 3 Apprenticeship
- Senior Receptionist roles
- Customer Service Supervisor positions
- Contact Centre Team Leader roles
- Administrative and business support careers
- Patient Liaison and customer experience roles

Off-The-Job Learning (278 Hours)

Examples include:

- Attending workshops
- Shadowing colleagues and managers
- Supporting meetings and events
- Stakeholder engagement activities
- MDT observations
- Healthcare policy research
- Project planning
- Project monitoring

Get in touch!

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