L2 Apprenticeship Security - Customer Service Practitioner

The Institute of Customer Service

Highfield Qualifications Approved Centre

Apprenticeships

Qualification:	L2 Diploma Customer Service Practitioner (RQF)
Cost per apprentices:	No Cost - Covered by your digital levy account (£4000)
Value Added:	The course comes with one of the below options for FREE: ▪ L2 NVQ Spectator Safety ▪ L3 Emergency First Aid at Work ▪ L2 Fire Safety ▪ L2 Health and safety
Eligibility:	▪ Contract of employment – preferably 30+ hours a week ▪ Willing to fully commit for at least 12 months ▪ Functional skills in Maths and English at level 2 or GCSE Grade C and above
Course content	▪ Knowing your customers ▪ Understanding the organisation ▪ Meeting regulations and legislation ▪ Systems and resources ▪ Your role and responsibility ▪ Customer experience ▪ Product and service knowledge ▪ Interpersonal skills ▪ Communication ▪ Influencing skills ▪ Personal organisation ▪ Dealing with customer conflict and challenge ▪ Developing self ▪ Team working
Portfolios and learning	This qualification is taught via a blended approach of some classroom based sessions and distance learning via an e-portfolio and e-learning programme
On Programme Assessment	Candidates will need assessing at least once every 2 months to evidence competence of these elements and confirm the Candidate is ready for End Point Assessment.
Professional membership	Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

Website: www.integer.co.uk