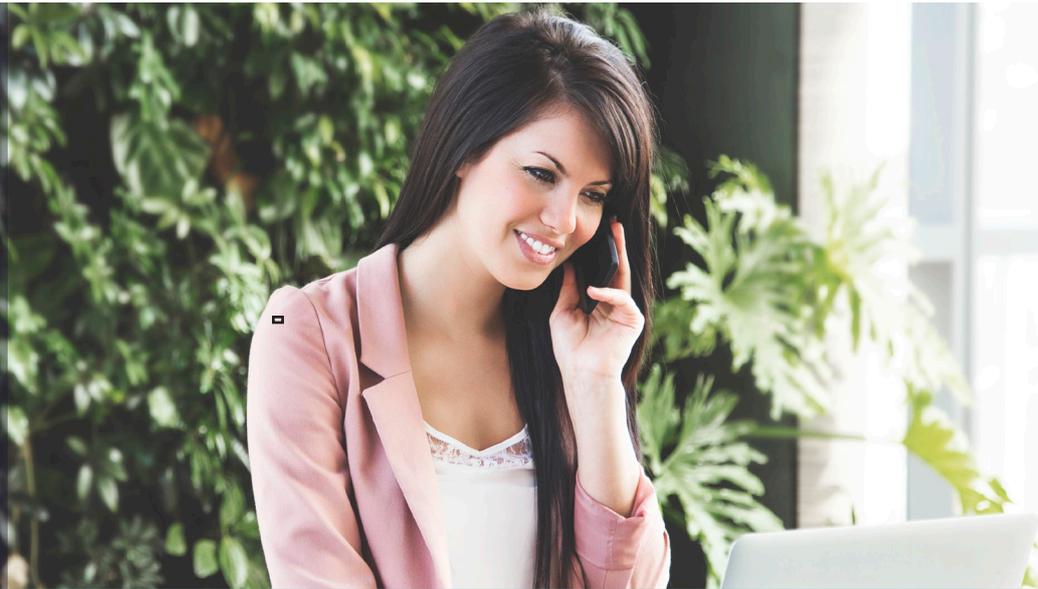




**GROW**

**LEARN**

**PROGRESS**



**GLP Training** is dedicated to helping businesses and learners make the most of their apprenticeships. Passionate about what we do and how we do it, our ethos is based around delivering exceptional service to both clients and learners, whilst providing a truly personal, bespoke service, rather than the off-the-shelf products provided by many training providers.

We are a growing, national company and our aim is to become the provider of choice for companies looking for a personal, tailored approach for their apprenticeship programmes.

## CUSTOMER SERVICE / LEVEL 2

### Course overview

The role of a customer service practitioner is to provide customer service products and services for businesses and other organisations including face-to-face, telephone, digital and written contact and communications.

### Duration

It will take a minimum of 14 months, followed by an end-point assessment, taking place soon afterwards. This will be whenever you, your trainer & employer all feel you are ready.

### Career progression

The customer service practitioner role may be a gateway to positions, such as Leadership, Management or other senior roles.

### Eligibility

Apprenticeships are available to people of all ages, who are either new to a role or looking to enhance their knowledge and skills within an existing role.

### Suitability

This course is suitable for everyone aged 16 or over and working or applying to work with a company. There are no formal qualifications required but you will need to have a minimum standard of level 1 English in order to cope with the requirements of this programme.

### Link to professional registration

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

### Fees

The fees for this course are £3,500.

# CUSTOMER SERVICE / LEVEL 2

## Learning Outcomes

Upon completion of the qualification, apprentices will be able to showcase the following skills, knowledge and behaviours:

### Skills

- Personal organisation
- Influencing skills
- Dealing with customer conflict and challenge
- Interpersonal skills
- Communication skills

### Behaviours

- Developing self
- Being open to feedback
- Team working
- Equality - treating all customers as individuals
- Presentation and dress code
- Professional language



### Knowledge

- Knowing your customers and organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge

### Delivery

The training is a blended learning delivery model, which takes place in the work place during working hours, wherever this may be, according to the apprentices role. This consists of:

- 1 to 1 monthly meetings of approx. two hours with a GLP trainer (face to face or telephone)
- On-line learning courses and/or group sessions
- Building an electronic portfolio of work-related evidence
- Maths and English at Level 2 (if not previously achieved)
- 20% of time at work to be spent working towards apprenticeship
- End Point Assessment (EPA) by an external examiner to complete qualification, consisting of: knowledge test, portfolio-based Interview & project presentation