

Customer Service Practitioner



Level 2



15 Months Total Programme Length

Apprenticeship Overview

Customer service practitioners are the face and voice of any healthcare setting, playing a key role in the patient's experience. They are responsible for delivering high-quality service, both digitally and face-to-face. The ability of these practitioners to exceed expectations is a fundamental aspect of their role, directly influencing customer satisfaction and the overall image of the organisation they represent.

The customer service practitioner apprenticeship has been designed to enhance the skills of these individuals, enabling them to provide outstanding customer service within their organisation. Apprentices will learn to approach their duties with both friendliness and professionalism, and acquire full knowledge of their products or services. Through this apprenticeship, customer service practitioners will develop their ability to truly meet customer needs.

Upon Successful Completion

- Customer Service Apprenticeship Standard: Pass or Distinction
- Level 1 English and maths (if not exempt, flexibilities are available)

Progression Opportunities

- Business Administrator Level 3 Apprenticeship

Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Customer Services Tools

Know Your Organisation

Your Role & Responsibilities

Knowing Your Customers

Meeting Regulations & Legislation

Months 10 - 12

Communication

Product & Service Knowledge/Systems & Resources

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression



Full Programme Details

Scan Or Search: bit.ly/4iFJSjW

* Exact programme details subject to change. Visit our website for the latest information.