

# 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](https://bit.ly/4iFJSjW)

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

# About Dynamic Training

Dynamic Training are an apprenticeship, adult education, and bespoke training specialist. Working with a diverse customer base across a variety of sectors, with a significant presence within the healthcare sector, we believe passionately in providing high-quality and inclusive education at all times, empowering both employers and employees to reach their aspirations.

Dynamic Training have an incredibly passionate and experienced team of coaches, with a diverse range of industry experiences, who aspire to deliver the very best training and support. We stand out from other training providers through our strong commitment to accessible education, as well as our prestige within the healthcare sector.

As a provider of healthcare apprenticeships, we have collaborated closely with NHS England, national task and finish groups, health academies and NHS employers. These connections have shaped our delivery of apprenticeships and training courses, so that they meet the demands of modern healthcare staff.

Dynamic Training have been delivering apprenticeships to the health and social care sector since 2009, and plan to continue this for many more years.



## Our Mission

To deliver high-quality, inclusive education that empowers future healthcare professionals to act with integrity, accountability, and teamwork, ensuring the delivery of compassionate and effective care across a diverse and evolving healthcare landscape.

## Our Values

- Integrity
- Transparency
- Accountability
- Teamwork
- Inclusivity

## *Inclusive Provider*

