

# Apprenticeships for the NHS

## Level 2 Customer Service Practitioner

**Structured** plan of teaching, learning and assessment

**Guided** development through regular communication

**Tailored** one to one support from a dedicated learning tutor

### The role

Excellent customer service is a key part of any business, and is one of the most valuable skills a working individual can acquire. This apprenticeship is designed for individuals who are typically the first point of contact with customers and their actions will influence your customers' experience and satisfaction with your organisation. Learners will build these vital skills in a real-world customer service environment within the NHS.

### Duration

The apprenticeship will take a minimum of 12 months to complete.

### Qualifications

- Customer Service Practitioner Level 2
- Level 2 Certificate in Functional Skills English
- Level 2 Certificate in Functional Skills Maths
- Level 2 Diploma in Customer Service

### Entry requirements

Apprentices will be required to have or achieve level 1 English and Maths

### Professional registration

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

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### Knowledge

- Understanding your customers and organisation
- Meeting the required regulations and legislation
- Using the appropriate systems and resources
- Understanding your role and responsibility within your organisation and the impact of your actions on others
- Understanding the customer experience
- Developing product and service knowledge

### Behaviours

- Self-development
- Open to feedback
- Team working
- Equality
- Presentation
- Right first time

### Skills

- Interpersonal skills
- Communication
- Influencing
- Organisational
- Dealing with customer conflict and challenge

### Independent End Point Assessment

To successfully complete the apprenticeship, the learner needs to pass an End Point Assessment including:

- A portfolio of work
- A business-related project
- An employer reference
- A professional discussion

The assessor from the end point assessment body will then decide whether to award successful apprentices with a pass, a merit or a distinction.

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