



Pathway Group

Changing lives through skills and work

Customer Service Practitioner Apprenticeship



Typical Duration
12 Months



Level
Two



Location
Workplace

0121 707 0550 | pathwaygroup.co.uk | [@pathwaygroup](https://www.instagram.com/pathwaygroup)



What is an apprenticeship?

Apprenticeships combine practical training in a job with study. As an apprentice you'll:

- be an employee earning a wage and getting holiday pay
- work alongside experienced staff
- gain job-specific skills
- get time for training and study related to your role (at least 20% of your normal working hours)

Who can start an apprenticeship?

To start an apprenticeship, you'll need to be:

- 16 or over
- living in England
- not in full-time education

We can answer any questions you have, so you're confident that an apprenticeship is the right pathway to your personal and career goals.

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Apprenticeship Overview

The aim of the Customer Service Practitioner Apprenticeship is to support you to deliver high quality products and services to the customers of your organisation. Core responsibility will include provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality.

The duration of this apprenticeship programme is typically 12 months.

"Providing customer service products and services for businesses and other organisations including face-to-face, telephone, digital and written contact and communications."



Apprenticeship Components



Skills, Knowledge & Behaviours

Skills, knowledge, and behaviours. Supporting you to enhance your skills, expand your knowledge and develop your behaviours.

Evidence

Producing a portfolio throughout the apprenticeship containing evidence of real work projects and experiences, reports, witness testimonies, and observations.

Qualifications

Support to achieve the required qualifications and certificates, ahead of Gateway.

Gateway

After gaining the required qualifications and developing the appropriate knowledge, skills and behaviours, we'll gather the evidence so you can move on to the End Point Assessment.

End Point Assessment

Complete a final assessment with an independent expert. Don't worry, we'll support you, making sure you're fully prepared and supported every step of the way.

Qualifications

- Level 2 Diploma in Business Administration
- Functional Skills Maths & English at Level 1

What you'll cover

Key topics covered during your apprenticeship will include:

- Introduction to business organisation
- Types of customers and their needs
- Operations, including regulations and legislation
- The customer experience
- Managing conflict and challenge

As well as completing the apprenticeship, you will also achieve:

- Level 2 Diploma in Business Administration
- Functional Skills Maths & English at Level 1

How you'll learn

Our apprenticeships are delivered through many different methods including:

- 1:1 teaching and assessment sessions both remotely and face to face
- Independent study around key topics
- Group webinars



Career Path & Progression

Upon successful achievement of the apprenticeship, you'll be well positioned to pursue careers further in industry, these include:

Team Leader

Customer Services Manager



Pathway SkillsZone Centres



Pathway SkillsZone Burslem
Duncalf Street, Burslem, Stoke-on-Trent,
ST6 3LJ
01782 365 365



Pathway SkillsZone Walsall
18 Lichfield Street, Walsall, WS1 1TJ
01922 870 050



Pathway SkillsZone Green Man
225 Coldharbour Lane, Lambeth, London,
SW9 8RR
0203 151 1786



Pathway SkillsZone Scala House
Scala House, 3rd Floor, 36 Holloway
Circus, Birmingham, B1 1EQ
0121 271 0560



Pathway SkillsZone Manchester
Clarence Arcade, Stamford-Street-
Central, Ashton under Lyne, Greater
Manchester, OL6 7PT
0161 635 1786



Pathway SkillsZone Trinity Point
Trinity Point, Citibase, New Road,
Halesowen, B63 3HY
0121 369 5949



Pathway Group

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Education & Skills
Funding Agency



European Union
European
Social Fund

info@pathwaygroup.co.uk | www.pathwaygroup.co.uk

- Head Office: Amington House, 95 Amington Road, Tyseley, Birmingham, B25 8EP - 0121 707 0550

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