



The  
Growth  
Company

Level 2

# Customer Service Apprenticeship







**At the Growth Company Education and Skills, we understand that learning and development is essential for businesses to innovate and thrive and we are passionate about delivering a high-quality service.**

**We understand that an apprenticeship is a commitment for both you and your employee, which is why we design our apprenticeship programmes to complement the day to day running of your business. Our team of industry experts will work closely with you to ensure you and your apprentice receive the support they need to succeed. From our initial business training consultation through to completion and progression, we are with you every step of the way.**

**The apprenticeship journey is as much yours as it is the apprentice's, therefore we will provide you with all the tools you need to help them achieve. As you take responsibility for their learning, you will provide us with regular feedback on their performance, when they should progress and when you feel they are ready to take their end-point assessment.**

## About this Apprenticeship Standard

**Duration** –16 months (13 months training period plus up to 3 months for end-point assessment)

Minimum 6 hours per week off-the-job learning

**Entry requirements** – Entry requirements – Ideally, applicants should hold a minimum of Level 1 in maths and English or equivalent.

Apprentices without Level 1 English and maths will need to achieve this level prior to completion of their apprenticeship.

Applicants who already hold Level 1 prior to enrolment, will be expected to attempt Level 2 in both maths and English prior to completion of their apprenticeship.

At the heart of all good businesses and organisations is exceptional customer service, whether this is delivered to internal colleagues or external stakeholders. This programme will not only provide apprentices with communication, interpersonal and influencing skills but also the opportunity to develop their personal organisation and how to deal with customer contact and challenge.

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to 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. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance, and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include face-to-face, telephone, post, email, text, and social media.

Apprentices will be required to learn and demonstrate a variety of knowledge, skills, and behaviours through a practical observation of carrying out their job role followed by a professional discussion and a showcase portfolio of their best work which they will be interviewed about.

Examples of the knowledge, skills and behaviours are knowing your customers, products and services, meeting regulations and legislation, systems and resources, team working, presentation and treating all customers as individuals and a “right first time” approach.

## What is involved?

During the apprenticeship journey, learners develop their knowledge, skills and behaviours through both the employer and the Growth Company.

Here is an example of the apprenticeship journey:

1. Pre-enrolment, role-scoping, initial assessment and onboarding
2. On and off-the-job learning
3. Preparation for end-point assessment
4. End-point assessment completion
5. Achievement and next steps

Off-the-job training is learning which is undertaken outside of the normal day-to-day working environment and leads toward the achievement of an apprenticeship.

Off-the-job training must be directly relevant to the apprentice's programme.

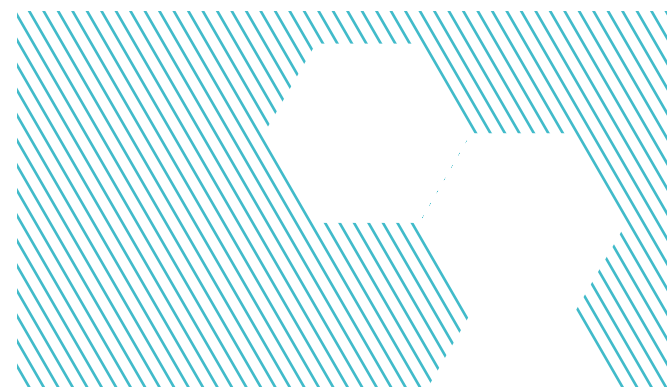
Apprentices will be required to attend monthly one-to-one coaching sessions with industry experts.

Self-study activities are available 24/7 via our online learning platform.

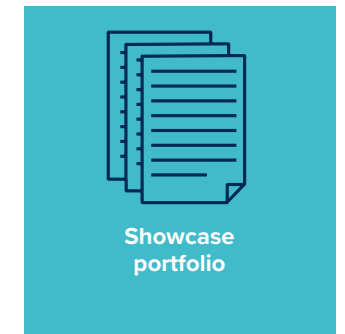
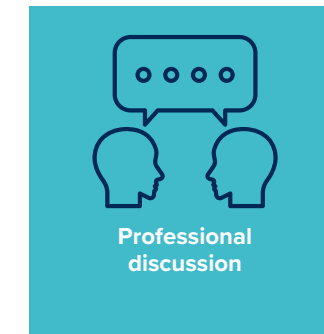
## End-Point Assessment

End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment of whether your apprentice has developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

Assessments are designed by employers in the sector and are conducted by independent bodies known as end-point assessment organisations (EPAOs).



**There are three elements to the EPA for this apprenticeship standard:**



## Next Steps

On successful completion of the apprenticeship, apprentices may wish to progress on to the Level 3 Customer Service Apprenticeship

### Funding and the Apprenticeship Levy

Funding band value: **£3,500**

If you DO NOT pay the apprenticeship levy, you pay 5% towards the cost of training and assessing your apprentice. The government will pay the rest (95%) up to the funding band maximum. They'll pay it directly to the training provider.

If you pay the apprenticeship levy, you'll get funds to spend on training and assessing your apprentices. The government will add 10%.

You can get **£1,000** to support your apprentice in the workplace if they are one of the following:

- 16 to 18 years old
- 19 to 25 years old with an education, health and care plan
- 19 to 25 years old and they used to be in care

If your apprentice is eligible, we will give you the payment in 2 instalments of **£500**. You will get the first payment after 90 days and the second one after a year.

**Get in touch...**



**T. 0161 233 2656**

**E. [Recruitment@GCEducationandskills.ac.uk](mailto:Recruitment@GCEducationandskills.ac.uk)**