

Brought to you by
National
Apprenticeship
Service



Customer Service Practitioner Level 2 Apprenticeship

92.3% Overall
Success Rate

7,500 Register with GP Strategies
for an Apprenticeship Programme

96% Employer
Satisfaction Rate

CUSTOMER
SERVICE
EXCELLENCE®



There are a Range of Incentives to Help Recruit and Train Your Staff

- Free apprenticeship recruitment service
- £1000 incentive for recruiting a 16-18 year old apprentice
- Full funding available for employers with less than 50 employees who recruit a 16-18 year old apprentice
- Free English, Maths and ICT training
- 90% government contribution for small and medium size employers
- Support for those individuals with additional learning needs

You Receive a Range of Guaranteed and Complementary Services

- Learning solution to support progress
- Nationally recognised qualification
- Designated access to a subject matter expert skills coach
- On achievement, learners can register for professional membership of the Institute of Customer Service
- Integrated EPA (End Point Assessment)
- Equality and Diversity training
- IAG
- Free NUS apprenticeship extra card for all apprentices

Why Choose GP Strategies Apprenticeships?

- Best achievement rates of the top 50 largest providers
- Rated Outstanding by Ofsted for Leadership and Management, Quality of Provision and Capacity to improve.
- Continually high employer and learner satisfaction rates
- ESFA Approved Training Organisation
- Accredited by Customer Service Excellence
- Investors in People Silver Organisation

These are just a few reasons how your organisation can benefit from a Customer Service Practitioner Apprenticeship through GP Strategies.

Role of a Customer Service Practitioner

A Customer Service Practitioner is to deliver high quality products and services to the customers of their organisation. Their 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.

Their actions influence the customer experience and their satisfaction with your organisation. They demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers.

Customer Service Practitioners deal 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.

Apprentice Journey

In monthly stages

- | | |
|----|---|
| 1 | Understanding the Organisation |
| 2 | Knowing Your Customers |
| 3 | Product Service and Knowledge |
| 4 | Meeting Regulation and Legislation |
| 5 | Dealing with Customers Conflict and Challenge |
| 6 | Customer Experience |
| 7 | Personal Organisation |
| 8 | Interpersonal Skills |
| 9 | Communication |
| 10 | End Point Assessment Preparation |
| 11 | End Point Assessment Mock Test |
| 12 | Revision and GAP Analysis |
| 13 | Gateway Meeting, Final Review and End Point Assessment Referral |

Off the Job Training

We offer blended solutions to meet your needs, below is an example of how off the job training can be tailored to the learner and the organisation.

Regulation & Legislation

Workshop

Assertiveness Training

Workshop

Problem Solving

Workshop

On the Job Training

Whilst apprentices are carrying out their day to day role, they will be observed by a dedicated Skills Coach, who will offer support and guidance to enhance their knowledge.

Interpersonal Skills

Use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.

Communications

Depending on your job role and work environment:

- Use appropriate verbal and non-verbal communication skills, along with summarising language during face to face communications
- and/or
- Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions

Personal Organisation

Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.

Dealing with Customers Conflict and Challenge

- Demonstrate patience and calmness
- Show you understand the customer's point of view
- Use appropriate sign-posting or resolution to meet your customers' needs and manage expectations
- Maintain informative communication during service recovery

Influencing Skills

Provide clear explanations and offer options in order to help customers make choices that are mutually beneficial to both the customer and your organisation.

These are just some of the topics that apprentices will be working towards. Your Skills Coach will support putting in place an individual programme for your business.

Supplied by our Partner Organisations

e-Portfolio

e-Track is our flexible learner management tool for employers, apprentices and training providers to track progress, share learning resources and review ongoing achievement remotely and in real time.

You will have access to group and individual progress updates and direct support from our Skills Coaches throughout the apprentice journey.



“Our purpose is to enable people and organisations to develop their leadership skills for personal and economic growth.”

Online Accredited and Non Accredited Courses

GP Strategies Apprenticeships provide a fast and flexible online option for apprentices and employers to access training courses that can be studied at a time to suit. Courses typically range from 2-4 hours and include topics such as compliance, health & Safety and self-development. You choose when, how and where you learn.

Please visit our website for a full course list.

What Happens Next?

1 Initial Meeting

- Initial meeting to establish the organisation's requirements
- Explore current delivery models and resources
- Establish and agree programmes

2 Set Up

- Service level agreement
- Mobilisation and implementation planning
- Account management

3 Programme Design

- Programme design
- Programme content
- Complementary services
- Agree timetable and locations for enrolment
- Project delivery team

4 Programme Delivery

- Programme launch
- Initial assessment and enrolment
- Dedicated skills coach allocated
- Register for online resources
- Set up e-Portfolio

5 Support & Feedback

- Line manager briefings
- Learner progression review
- Management information
- Account management meetings
- Customer service review meetings

6 Review & Evaluation

- Line manager briefings
- Learner progression review
- Management information
- Account management meetings
- Customer service review meetings

Start learning with GP Strategies Apprenticeships and contact us today

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GP Strategies – committed to equality and valuing diversity



INVESTORS
IN PEOPLE | Silver

