



Customer Service Practitioner — Level 2 eLearning programme

aptem.co.uk/elearning



Customer Service Practitioner — Level 2 eLearning programme



Overview of the role: Providing customer service products and services for businesses and other organisations including face-to-face, telephone, digital and written contact and communications.

Occupational Profile: The role of 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. 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. They may be the first point of contact and work in any sector or organisation type.

To view information on this Standard, please visit:
<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/>

In partnership with:

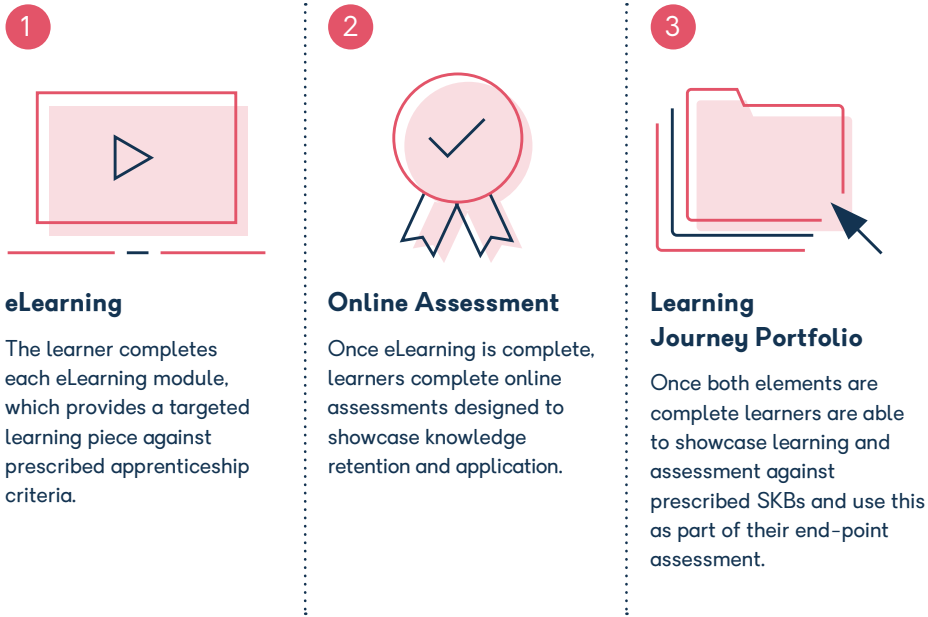
LearnBOX



Aptem eLearning Customer Service Practitioner — Level 2 provides an end-to-end solution for training providers looking to benefit from the efficiencies gained through electronic learning and assessment.

Enjoy high quality blended learning mapped to the Standard and fully integrated and ready to deliver from within Aptem.

Aptem eLearning is mapped directly to the Skills, Knowledge and Behaviours (SKBs) of each apprenticeship Standard and is designed to support the 'On Programme Study' element of the apprenticeship journey, which contains:



Aptem eLearning enables:

- ✓ learners to progress with their developmental journey through their apprenticeship.
- ✓ trainers/assessors to provide structured programmes of learning and development.
- ✓ quality assurance teams to monitor development and progress against prescribed objectives.
- ✓ training managers to provide consistent, well-resourced training to clients.
- ✓ employers to provide effective staff development.

Aptem eLearning Customer Service Practitioner — Level 2 programme contains the following 5 modules:

Module 1

- 1.1. Knowing Your Customers
- 1.2. Understanding the Organisation
- 1.3. Meeting Regulations and Legislation
- 1.4. Systems and Resources
- 1.5. Your Role and Responsibility
- 1.6. Customer Experience
- 1.7. Product and Service Knowledge

Module 2

- 2.1. Interpersonal Skills
- 2.2. Communication
- 2.3. Influencing Skills
- 2.4. Personal Organisation
- 2.5. Dealing with Customer Conflict & Challenge

Module 3

- 3.1. Developing Self
- 3.2. Being Open to Feedback
- 3.3. Team Working
- 3.4. Equality
- 3.5. Presentation
- 3.6. Right First Time

Module 4

This module contains short, bitesize recaps to summarise the key points of Modules 1–3.

Module 5

Preparation for End Point Assessment — what to expect at EPA.



For more information, please contact us at info@mwstechnology.com or by calling 020 3758 8540