Customer Service Practitioner - Level 2

LEARNING JOURNEY – 12 Months

LEARNING CURVE GROUP

Unit 1 (4 weeks)

This unit focuses on:

Your job role and responsibilities and how this impacts on others in the organisation. Understanding and achieving targets

Unit 2 (4 weeks)

This unit focuses on:

Legislations and regulations in the workplace. Confidentiality and protecting data. Employer and employee responsibilities to health and safety

Unit 3 (4 weeks)

This unit focuses on:

The purpose of organisational policies. How policies and procedures affect customer service. The complaints process, digital media and digital media policies.

Unit 4 (4 weeks)

This unit focuses on:

Types of organisations, the purpose of a business, brand promises and corer values. Procedures affecting customer service roles, service culture and the links between values and culture.

Unit 5 (4 weeks)

This unit focuses on:

The organisations customers, customer types, the organisations internal/external customers and the differences between internal and external customers.

Unit 6 (4 weeks)

This unit focuses on:

The purpose of customer service, customer needs, expectations and customer priorities. Customer service standard, meeting customer needs and adapting the customer service approach

Unit 7 (4 weeks)

This unit focuses on:

The organisations products and services, differences between providing products and services and maintaining product knowledge.

Unit 8 (4 weeks)

This unit focuses on:

What customer focused experience is and how to create it. Creating appropriate customer responses, the importance of building customer trust and how to achieve it.

Unit 9 (4 weeks)

This unit focuses on:

The organisations systems, equipment and technology and how to use it. Monitoring and evaluating customer service levels.

Preparation for EPA

You will review your portfolio of evidence.

You will progress through the gateway to complete your End-Point Assessment (EPA)