

**LEVEL 2**  
**CUSTOMER SERVICE**  
**PRACTITIONER**  
**APPRENTICESHIP**



## Customer Service Practitioner

**Level:** 2

**Duration:** 15 months (including End Point Assessment)

**Course Type:** Apprenticeship Standard

### Who is this for?

This apprenticeship is perfect for the following roles:

- Sales Representative,
  - First Line Support Officer,
  - Front of House Administrator,
  - Junior Account Manager,
  - Client Service Administrator
- and many other client-focused or facing roles.

### What will be achieved?

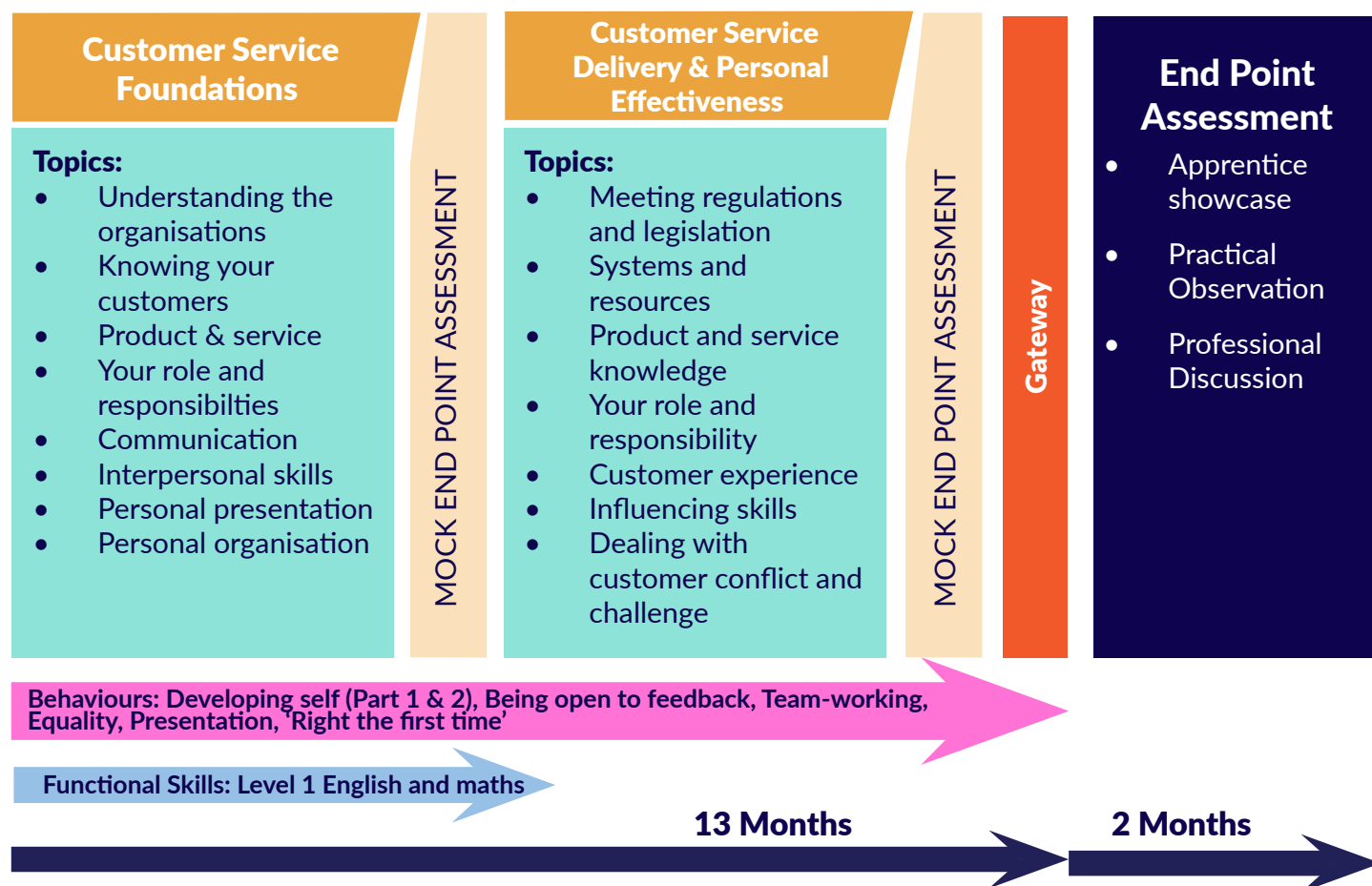
- Customer Service Practitioner Apprenticeship Standard Certificate
- Level 1-2 Functional Skills in English and Maths

### What will be involved?

The Customer Service Practitioner Level 2 Apprenticeship is made up of several components.

- After enrolment and induction, programme units are grouped into 3 themes which complement each other. These are Customer Service Foundations, Customer Service Delivery and Personal Effectiveness.
- Apprentices will be assessed on their knowledge, skills and behaviours throughout the apprenticeship, this is tracked online using an e-portfolio and supported by visits from a tutor every 4-6 weeks.
- After each theme is complete, a Mock End Point Assessment is carried out to ensure apprentices are ready to complete the End Point Assessment at the end of the programme.

# Programme Overview



## End Point Assessment (EPA)

After a minimum of 372 days and successful delivery of the programme, the end point assessment will take place. The end-point assessment is a synoptic assessment of the skills, behaviours and knowledge that have been learnt throughout the apprenticeship.

The End Point Assessment for this standard is made up of three assessment methods:

- **Apprentice Showcase - Weighting 65%**

This enables apprentices to reflect and present examples of their development over the whole programme

- **Practical Observation - Weighting 20%**

The observation will allow the apprentice to evidence their skills, knowledge and behaviour from across the standard.

- **Professional Discussion - Weighting 15%**

This is a structured discussion between the apprentice and an independent assessor following the observation to establish the apprentice's understanding and application of knowledge, skills and behaviours

## Non-Levy Paying Employers

(With less than 50  
employees)

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**£0/£175**

per learner

This apprenticeship is fully funded by the government if the apprentice is aged 16-18 or the apprentice is 19-24 and has previously been in care or has a Local Authority Education and Health Care Plan. Otherwise there is a charge of £175 + VAT which can be paid monthly over the duration of the apprenticeship or in full at the start.

## Non-Levy Paying Employers

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**£175**

per learner

This apprenticeship costs £3,500 and is funded by both the employer and the government. The government will pay 95% (£3,325) of the cost. This can be paid monthly over the duration of the apprenticeship or in full at the start.

## Levy Paying Employers

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**£3,500**

per learner

This apprenticeship costs £3,500 which is funded from the employer's levy pot via the Apprenticeship Service over the course of the apprenticeship.

## Interested? Have questions?

**Call us!**

**020 3664 7258**

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## Why choose us?

Based in London and specialising in work-based training and vocational qualifications,

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