



North Tyneside Council

Customer Service Practitioner Apprenticeship

Enrolment Requirements

For more information or to apply ring (0191) 643 2288
or to apply online go to
www.northtyneside.gov.uk/ala

In order to enrol on this apprenticeship you **must** be in paid employment in a customer service role that fits the requirements of the apprenticeship standard. The customer role can include one or all of the following face to face contact, telephone or post or digital contact through email, text or social media. You will attend a monthly hub session to support the completion of your customer service qualification. You will be need 3 GCSE's to include maths and English if possible or you will be required to achieve a Level 1 standard in English and maths by attending weekly classes at one of our centres until completed during your apprenticeship. You will be assessed before starting the programme.

To apply for apprenticeships please go to the following website:

<https://www.gov.uk/apply-apprenticeship>

What will I learn on this course?

You will learn knowledge, behaviours and skills through blended learning, consisting of group training sessions, digital learning and tutorials carried out in the workplace. With coaching and support from your employer and your tutor, you will apply the knowledge, behaviours and skills to your organisation's standards and to your customer service role to meet the requirements of the apprenticeship.

- You will require an allocation of 20% off the job training time to enable you to complete coursework and assignments.
- Some of the things you will learn will include topics such as products and services, systems and resources, knowing your customers, your role and responsibility, the Customer Experience, dealing with conflict and challenge, communication skills and interpersonal skills, teamwork and Equality and Diversity
- At the 10 – 12 months stage of your 18 month programme you will be prepared for the apprenticeship Gateway and End Point Assessment. This will involve a 2 week intensive period of study, revision and tutorials with your assigned tutor.
- Your end point assessment will include a professional discussion based on your portfolio and an observation

Further information can be found here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/>

Assessment**End Point Assessment Centre: City & Guilds**

Your knowledge, skills and behaviours will be assessed at the end of your apprenticeship, by a professional discussion, portfolio of evidence and observation.

Course Length

The Intermediate Apprenticeship in Customer Service Practitioner is completed within 18 months so you must be employed for this time.

Attendance

You will be working in a customer service environment, receiving on the job coaching and training in the workplace and will attend the training centre for monthly training sessions in customer service and, if required, weekly sessions in functional skills. You will be using digital learning materials and will be required to complete tasks and upload these to your e-portfolio, during allocated off the job training. This training will all be during your contracted hours of work.

What else do I need to know?

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

What could I do next?

You could move on to a Customer Service Specialist or Team Leader apprenticeship.