Customer Service Practitioner - Level 2

LEARNING JOURNEY – 12 Months

LEARNING CURVE GROUP

Month 1

This month focuses on:

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

Month 2

This month focuses on:

Legislation and regulations in the workplace including confidentiality and protecting data, and employer and employee responsibilities to health and safety.

Month 3

This month focuses on:

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

Month 4

This month focuses on:

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

Month 5

This month focuses on:

The organisations customers including customer types, the organisations internal/external customers and communicating with customers.

Month 6

This month focuses on:

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

Month 7

This month focuses on:

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

Month 8

This month focuses on:

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

Month 9

This month focuses on:

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

Month 10, 11 and 12

During these months you will prepare for EPA including preparing a reflective journal and preparing for a professional discussion.

You will review your portfolio of evidence, and you will progress through gateway to complete your End-Point Assessment (EPA)