

Open Awards Level 2 End-point Assessment for ST0072 Customer Service Practitioner



Changing lives through learning

Route: Sales, marketing and procurement

Typical Duration

12 months

Maximum Funding

£3500

National Level

Level 2

Entry Requirements

There are no formal entry requirements

Mandatory Qualifications

The apprenticeship standard does not make achievement of any occupational qualification during the apprenticeship a mandatory requirement.

Where the apprentice does not have Level 1 approved English or maths qualifications, they must achieve an approved Level 1 qualification in English or maths.

For those with formally recognised special educational needs, learning difficulties or disabilities, who struggle to achieve the regular English and / or maths minimum requirement due to the nature of their difficulty or disability, the minimum English and / or maths requirement is Entry Level 3 (subject to conditions within the funding rules) and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Role Profile

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your 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. You may be the first point of contact and work in any sector or organisation type.

On-programme Stage

The period of learning, development and continuous assessment is managed by the employer, in most cases with the support of a training provider. The on-programme pace will be driven by individuals as well as by the breadth of experience an employer can offer prior to the minimum of 12 months after which end-point assessment will take place.

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Completion and Certification

Open Awards will issue a summary of results following successful completion of all End-point Assessment (EPA) requirements. Open Awards will also request the apprenticeship completion certificate on behalf of an apprentice once they have completed their apprenticeship.

Why Choose Open Awards Qualified?

Open Awards have been in business for 40 years. During that time, we have helped thousands of learners get started on the education ladder, return to learning, achieve qualifications to help their careers and progress into further and higher education.

Building on this expertise we have become an End-point Assessment Organisation (EPAO) for a growing number of apprenticeship standards in England approved by the Institute for Apprenticeships and Technical Education (IfATE).

EPAO number: EPA0565



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How will the Learner be Assessed?

This EPA has 3 different assessment methods:

- Apprentice Showcase
- Practical Observation
- Professional Discussion

The result from each assessment method is combined to decide the overall apprenticeship grade.

Progression

Apprentices may progress to complete the level 3 Customer Service Specialist apprenticeship. Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

