

TCHC GROUP LIMITED

CUSTOMER SERVICE PRACTITIONER

LEVEL 2 STANDARD

ABOUT US

TCHC Group Limited have been a leading provider of skills training and provision for 17 years, delivering our vision of transforming the lives of individuals by being the first-choice provider for exceptional provision of employment, skills, apprenticeships and business support.

To date, we have helped 270+ employers to access our apprenticeship services and 1000+ apprentices to develop their careers.

What is an Apprenticeship?

An apprenticeship is a form of employment while studying for a core set of skills that will upskill an individual and provide them a qualification that can help boost their career goals. As an employee, an apprentice is entitled to the same rights as a contracted employee with full time pay (wage is determined by the employer) with holiday leave and statutory sick pay.

What is Customer Service Practitioner?

As a Customer Service Practitioner their actions will influence the customer experience and their satisfaction with your organisation. The Apprenticeship will enable them to deliver excellent customer service skills and behaviours as well as product and/or service knowledge to your customers.

Typical Job Roles

- Customer Service Assistant
- Customer Service Advisor
- Customer Service Trainee
- Customer Service Administrator
- Customer Relationship Manager
- Customer Support Officer
- Customer Service Team leader
- Customer Service Supervisor
- Customer Service Co-ordinator

ELIGIBILITY:

- Candidate must have resided in the EU for the last 3 years
- Must be employed working at least 30 hours
- Must not be enrolled in any other type of government funded training
- Must not have attained a qualification that supersedes the desired apprenticeship programme

DELIVERY MODEL

Where does the programme take place:

Currently remote delivery through Microsoft Teams.

When are sessions booked:

1st session booked at induction and then after previous sessions.

Is there a schedule for the entire programme:

No dedicated schedule for the whole programme regarding dates and times as typically we arrange sessions after the previous session. We will have lesson plans scheduled for each session but this is only viewed by the Learning Coach.

Frequency of sessions:

Once a month, typically 3 hours per session.

CONTENT

Knowledge, Skills and Behaviours (KSB's) are the main aspects of assessing an apprentice's competency within their occupation of employment.

Knowledge

- Knowing your customers
- Understanding the organisation
- Meeting regulations & legislation
- Systems and resources
- Your role & responsibility
- Customer experience
- Product & service knowledge

Skills

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge

Behaviours

- Developing self
- Being open to feedback
- Team working
- Equality - treating all customers as individuals
- Presentation - dress code, professional language
- "Right first time"

Functional Skills

If you do not have a maths and English GCSE grade C or above they will be required to complete Functional Skills maths and English at level 1 during the Apprenticeship.

Any opportunity to apply to a recognised body within the profession.

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

20% OFF THE JOB

All Apprentices must have a minimum of 20% off-the-job training which needs to be completed within working hours. If training must, by exemption, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu). Your TCHC Dedicated Account Manager will help you agree the off-the-job training before the start of the apprenticeship.

COURSE OUTLINE

1 Initial Assessments Pre-enrolment

Initial Assessments
English & maths

Customer Service Practitioner Entry Assessment

2 On-programme Learning Month 0-12

Knowledge, Skills and Behaviours

Functional Skills:*
English Level 1
Maths Level 1

3 Gateway Month 12

Attained at least the minimum knowledge, skills and behaviours detailed in the Standard

Successful completion of a work-based assignment covering all three units

Achieved Functional Skills certificates at level 2 for English and maths*

4 End Point Assessment (EPA) Month 13-15

Apprenticeship Showcase

Practical Observation

Professional Discussion

Completion

**if you have already achieved GCSE grade C/grade 4 or above in English and maths, you may be exempt from this element.*

END POINT ASSESSMENT (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a digital marketer and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and TCHC Learning Coach will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Customer Service Practitioner Level 2 course, you are required to complete three assessments. The three methods of assessment will build a cumulative picture of how well you have met the requirements of the apprenticeship standard. The overall grade you are awarded is a holistic judgement of all EPA requirements, none of the assessments are graded individually. In order to pass the apprenticeship, you must meet the expected level of quality in each assessment.

What does the EPA consist of?

Under the new standards an apprentice will complete only after they have been independently assessed – this is called an End-point Assessment. The type of assessment varies but for this Apprenticeship it consists of the following:



Grading	
Distinction	All assessments are significantly above the expected level of quality
Pass	All assessments are of the expected level of quality
Fail	One or more assessments are below the expected level of quality

APPRENTICESHIP SHOWCASE

With guidance, the apprentice will select appropriate evidence from the programme to demonstrate competence levels and will be assessed by the Independent End-Point Assessor.

Apprentices will need to highlight:

- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Product and service knowledge
- Influencing skills
- Personal organisation
- Dealing with customer conflict and challenge
- Developing self
- Being open to feedback
- Team working

PRACTICAL OBSERVATION

The practical observation will take place in the apprentice's normal place of work. It should enable the apprentice to evidence their skills, knowledge and behaviour from across the standard to demonstrate genuine and demanding work objectives. Each situation within the observation will be different, but it is mandatory that the observation covers as a minimum: presentation, equality, interpersonal skills, communication and personal organisation.

Those areas of the standard which are not evidenced during the observation will be discussed subsequently as part of the professional discussion with the Independent End-point Assessor.

PROFESSIONAL DISCUSSION

The professional discussion will be a structured discussion between the apprentice and the Independent End-point Assessor, following the observation, to establish the apprentice's understanding and application of knowledge, skills and behaviours. It should last for a maximum of one hour. The discussion will be against set criteria in the occupational brief to ensure standardisation and consistency. It will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The purpose of the professional discussion is to:

- Clarify any questions from their assessment of the learner journey and practical observation
- Confirm and validate judgements about the quality of work
- Explore aspects of the work, including how it was carried out, in more detail
- Discuss how the apprentice would behave in specific scenarios, should they not have occurred within the practical observation
- Ask questions in relation to personal development and reflection
- Provide a basis for the Independent End-point Assessor to make a decision about the grade to be awarded.

COMPLETION

The Independent End-point Assessor confirms that each assessment element has been completed. The grade is determined by the independent end assessor on the overall performance of the apprentice in the observation and professional discussion: Pass / Distinction / Fail.

FAQ's

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for.

The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance related incentives.

Further guidance on the NMW for apprentices can be found online at www.gov.uk/nationalminimum-wage-rates.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/holiday-entitlement-rights.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your learning coach.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with TCHC Group.

CONTACT US

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