**Customer Service Practitioner Apprenticeship**

**Duration:** 12 months with End Point Assessment (EPA)

**Cost:** The apprenticeship is set at £3500 with a £350 employer contribution

**On Programme Delivery**

**Functional Skills:** Both maths and English are required at Level 1 or relevant GSCE results, but will attempt level 2

**Knowledge and Understanding**

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

**Assessment in the Workplace:** Your designated Training Consultant will visit you in the workplace to support the development of your on-programme portfolio and to complete your quarterly reviews

**Tracking Your Progress:** Our electronic portfolio, iLearner will track your progress.

**People Involved in Your Apprenticeship**

Training Consultant: A qualified and experienced assessor

Group Quality Manager: Michelle Pointer

**Gateway:** On completion of the on-programme learning, the employer, training provider and learner will confirm that the apprentice is ready for the End Point Assessment

**End Point Assessment (EPA)**

* Apprentice showcase worth 65%
* Practical observational worth 20%
* Professional discussion worth 15%

**Grading**

The apprenticeship includes pass and distinction grades which are applied at the end of the End Point Assessment with the final grade based on the performance in the apprentice showcase, practical observation and professional discussion.