




Customer Service Practitioner ST0072/ V1.1

 Level 2  12 Months  3 Months	Assessment Methods  Apprentice Showcase  Practical Observation  Professional Discussion	Gateway Requirements <ul style="list-style-type: none"> • Level 1 English and Mathematics • Gateway Declaration Form • Site Health & Safety and Risk Assessment form
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Occupational 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.

Grading

The standard is graded overall: Fail, Pass or Distinction

End Point Assessment

Apprentice Showcase

The apprentice showcase is compiled after the Gateway process. The apprentice showcase enables apprentices to reflect and present examples of their development over the whole on-programme period. The apprentice will select appropriate evidence from the on programme portfolio to demonstrate the requirements of the standard for this assessment method.

Practical Observation

The observation is the opportunity for the apprentice to evidence their skills, knowledge, and behaviour from across the standard to demonstrate genuine and demanding work objectives. The practical observation will be for a minimum of 1 hour.

Professional Discussion

The professional discussion follows on from the observation, to establish the apprentice’s understanding and application of knowledge, skills, and behaviours. The professional discussion will be for 1 hour.

[Click here to view the CS Practitioner assessment plan](#)