



# Customer Service Practitioner Apprenticeship

## Knowledge & Behaviours

- **You will be required to demonstrate knowledge and behaviours within the following areas:** Customer needs and expectations, types of customers, dealing with feedback, personal behaviour, PGL vision & values, PGL products, legislative responsibilities, communication, teamwork, equality & diversity, using systems and technological equipment.

## Skills

- This area requires you demonstrate skills in the following areas throughout your learning programme: Influencing, interpersonal skills, communication, personal organisation and dealing with customer conflict and challenge. Your progress will be reviewed regularly by a member of the Learning and Development team in readiness for end assessment. This will last for a minimum of 12 months.

## End Assessment

- **Completed over a two month period and involves the following:**
  - Apprentice Showcase
  - Practical Observation
  - Professional discussion

## Functional Skills

- **Maths Level 1 and English Level 1**
- These are essential maths and English skills, valued by many employers, that you are required to learn and demonstrate as part of your Apprenticeship. You will be supported according to your needs via taught sessions, 1:1 meetings with your mentor and access to an award-winning Virtual Learning Environment.