LEARNER JOURNEY - CUSTOMER SERVICE PRACTITIONER (LEVEL 2)

Sign Up Call

- Complete sign-up via Bud
- Intro to your training plan

Pre-Sign Up Call

Learning & Support

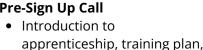
- 12-month duration with a 3month EPA period
- Fully remote teaching via Microsoft Teams
- Complete independent learning, online tasks, and workplace activities
- 1:1 tutor support
- Complete functional skills (if required)

Course Content Focus

- Know your role, your customers, and the organisation
- Understand systems, services, and regulations
- Build strong communication and interpersonal skills
- Stay organised and handle challenges confidently

End Point Assessment (EPA) Preparation

- Mock EPA assessments
- Support to build confidence in presentation skills for the final EPA



EPA, and apprentice and manager responsibilitiesCheck if the course is suitable

 Check if the course is suitable for you

First Workshop

- Course overview
- BUD e-portfolio introduction
- Introduction to Skills On-Demand: e-learning platform



Progress Reviews

- 10-week reviews with tutor, apprentice, and manager
- Set goals and check progress



End Point Assessment & Certification

- Face-to-face EPA with Highfield
- Get results and certificate

