

# LEARNER JOURNEY - CUSTOMER SERVICE PRACTITIONER (LEVEL 2)

## Sign Up Call

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

## Learning & Support

- 12-month duration with a 3-month 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

## End Point Assessment & Certification

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

## Pre-Sign Up Call

- Introduction to apprenticeship, training plan, EPA, and apprentice and manager responsibilities
- 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