

Delivery plan map

Your individualised learning plan,
delivered by BPIF Training
Customer Service Practitioner Level 2

	MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6	MONTH 7	MONTH 8	MONTH 9	MONTH 10	MONTH 11	MONTH 12	MONTH 13	MONTH 14	MONTH 15	MONTH 16	MONTH 17	MONTH 18
UNIT(S) ASSIGNMENT	1 Understanding the organisation	2 Meeting regulations & legislation	3 Systems and resources	4 Product and service knowledge	5 Influencing skills	6 Personal organisation	7 Dealing with customer conflict and challenge	8 Developing Self	9 Being open to feedback	10 Team Working	11 Interpersonal Skills	12 Communication	13 Equality - Treating all customers as individuals	14 Presentation - dress code, professional language	15 "Right first time"	16 Knowing your customers	17 Your role and responsibility	18 Customer Experience
KNOWLEDGE SKILLS & BEHAVIOUR CRITERIA	K2.1, K2.2, K2.3, K2.4, K2.5 K2.6	K3.1, K3.2, K3.3, K3.4, K3.5	K4.1, K4.2	K7.1, K7.2, K7.3	S10.1, S10.2, S10.3, S10.4	S11.1, S11.2, S11.3	S12.1, S12.2, S12.3, S12.4, S12.5, S12.6, S12.7	B13.1, B13.2, B13.3	B14.1, B14.2	B15.1, B15.2, B15.3, B15.4, B15.5	S8.1, S8.2, S8.3, S8.4, S8.5, S8.6	S9.1, S9.2, S9.3, S9.7, S9.8	B16.1, B16.2	B17.1, B17.3	B18.1, B18.2, B18.3., B18.4, B18.5, B18.6	K1.1, K1.2, K1.3, K1.4, K1.5, K1.6	K5.1, K5.2	K6.1, K6.2, K6.3
OFF THE JOB ACITIVITIES	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering evidence, preparing portfolio and preparing for interview	Series of workshops with resources, research, completing activities, gathering witness testimony, preparing for observation and preparing for questions and answers.	Series of workshops with resources, research, completing activities, gathering witness testimony, preparing for observation and preparing for questions and answers.	Series of workshops with resources, research, completing activities, gathering witness testimony, preparing for observation and preparing for questions and answers.	Series of workshops with resources, research, completing activities, gathering witness testimony, preparing for observation and preparing for questions and answers.	Series of workshops with resources, research, completing activities, gathering witness testimony, preparing for observation and preparing for questions and answers.	Series of workshops with resources, research, completing activities, preparing for professional discussion	Series of workshops with resources, research, completing activities, preparing for professional discussion	Series of workshops with resources, research, completing activities, preparing for professional discussion
PLANNED OFF THE JOB HOURS	28	28	24	28	28	24	28	24	24	28	28	28	24	24	28	28	24	24 Total 471
APPRENTICE SHOWCASE	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No	No	No	No
PRACTICAL OBSERVATION	No	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes	Yes	Yes	No	No	No
PROFESSIONAL DISCUSSION	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes