



Apprenticeship standard: Customer Service Level 2

This Customer Service Apprenticeship teaches you the skills needed to provide excellent customer service. It applies to hundreds of job roles across many different sectors, from government to retail and hospitality to telecommunications.

Good customer service is key to the success of any business or organisation. It is one of those vital skills that help a company's reputation grow and make the customer's experience better.

To properly assist customers, you will need comprehensive and up-to-date knowledge of your organisation's products and services. You will also need to be able to communicate with all sorts of people in through different mediums such as email, telephone and in person

What skills do staff develop?

Staff develop professional competence in many areas by completing Customer Service Apprenticeship Standard. These include:

- Knowing your customers
- Understanding the organisation
- Meeting regulations
- Meeting legislation
- Systems and resources
- Your role and responsibility
- Product and service knowledge
- Interpersonal skills
- Communication
- Influencing skills
- Customer conflict
- Being open to feedback
- Team working
- Presentation
- Right first time

Also, staff can improve their maths and English skills if they have not already achieved level 2 standards.

Duration

Typically, 12-15 months

Regular attendance at training sessions. Use of bespoke virtual learning environment and face to face meetings arranged with nominated management coach.

Eligibility / Entry requirements: Aged 16-60 years. Passionate about your career in Management

Minimum 95% funding covered by Government in many cases 100% talk to us re-funding at contact below

Structure of Apprenticeship

Phase 1 Initial assessment

The **initial assessment** is a pre-course review to plan the candidate's training programme. Specifically, it provides the scope to develop a tailored programme which allows the candidate to acquire and practice the particular skills they need for the job role.

Phase 2 Training

Here, the apprentice undertakes a programme of on and off-the-job training which develops the skills of a competent Customer Service Specialist. Training fits round around working routines. MT+ trainers are on hand to offer ongoing support.

Phase 3 Gateway

The **Gateway** is a review stage towards the end of the apprenticeship when apprentice, employer and MT+ trainer get together to see if any additional training or skills practice is needed.

Phase 4 End Point Assessment

The apprentice is assessed by an independent organisation to see if they have reached the required standards.

Progression options after an apprenticeship

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Should you choose to progress on a customer service career path, you may be eligible for further professional membership including management.

Call: 07789 930837 for further information or email: lesley@managementtrainingplus.com