

CUSTOMER SERVICE PRACTITIONER APPRENTICESHIPS

 **DEVELOP YOUR TEAM, GROW YOUR BUSINESS** 

BENEFITS FOR EMPLOYERS



FILL KEY ROLES
Recruit new talent or upskill existing staff.



COST-EFFECTIVE
Use your Apprenticeship Levy or receive government funding.



INCREASE PRODUCTIVITY
Gain dedicated, skilled team members focused on support.



BOOST RETENTION
Offer clear career paths and development opportunities.



BUILD FUTURE LEADERS
Develop transferable skills from entry-level up.

PROGRAMME HIGHLIGHTS & SKILLS

- **DURATION:** Typically 12-18 months.
- **LEVEL:** 2 (Foundation)
- **FLEXIBLE LEARNING:** Mix of on-the-job training and workshops.
- **KEY MODULES:**
 -  The Customer Journey
 -  Advanced Communication Skills
 -  Problem Solving & Handling Conflict
 -  Measuring Customer Satisfaction
 -  Business & Customer Awareness
 -  Continuous Improvement & Technology





ELIGIBILITY & NEXT STEPS

Suitable for new recruits (16+) and existing employees.



READY TO START?

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