

# CUSTOMER SERVICE PRACTITIONER 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's one of those vital skills that help a company's reputation grow and make a customer's experience better.

To properly assist customers, you'll need clear and up-to-date knowledge of your organisation's products and services.

You'll also need to be able to communicate with all sorts of people in many different ways



**Duration** - Typically this Apprenticeship will take 12 months.

**Qualifications** – Apprentices without level 1 English and Maths will need to achieve this level prior to taking the end-point assessment.

**Progression** – Level 3 Apprenticeship in Customer Service

**Level** - Level 2.

**Value** - Levy £3500,

**Non Levy** -Employer £175, Government £3325

Delivery via

- 1-1 Coaching and Teaching with our Management Coaches
- Our Specialised Workbooks and Folders
- Locally Delivered Workshops
- On Line Learning

Modules

- 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



Education & Skills  
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