



Customer Service Practitioner - Level 2 Apprenticeship

The Customer Service Practitioner Level 2 apprenticeship is a great opportunity for learners who want to develop their customer service skills, knowledge and behaviours and help them recognise the impact their role has in fulfilling customer expectations, ensuring repeat business, and enhancing the organisation's core values. The apprenticeships will equip the apprentice with the expertise to offer continuous improvement in customer service and the confidence to deal with customers in a positive, personable, and professional way.

WHO IS IT FOR?

This course is for:

- New entrants to the industry depending on customer service job role
- Prior experience in a customer service role is desirable
- Individuals working in various organisations in customer service role

PROGRESSION

Learners who complete the Customer Service Level 2 Apprenticeship can look forward to a rewarding career in Customer Service, administration, and management. They will have the skills and knowledge to deliver various customer service functions in the workplace. They will also be able to demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers to progress further. They will provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. The qualifications they can progress to the next step may include Customer Service Level 3 Apprenticeship Programme, Business Administration Level 3 Apprenticeship Programme or Team Leading Level 3 Apprenticeship Programme.

TRAINING

Included in the programme:

- City & Guilds level 2 Diploma in Customer Service
- 38 Occupational duties (15Ks 13S's 10Bs)

Duration: 12 Months

Location: Workplace and College

Sector: Sales, marketing and procurement standards



- Functional Skills English & Maths L2

END POINT ASSESSMENT

EPA is 3 months and includes a Presentation Showcase, Practical Observation and Professional Discussion.

Passing grades are Pass and Distinction.

NEXT STEPS

The qualification they can progress to next step that may include:

- Customer Service Level 3 Apprenticeship Programme
- Business Administration Level 3 Apprenticeship Programme
- Team Leading Level 3 Apprenticeship Programme

KEY EMPLOYERS

- London Borough of Islington
- London Borough of Haringey
- London Borough of Haringey
- London Borough of Camden

FUTURE OPPORTUNITIES

Learners who complete the Customer Service L2 apprenticeship can look forward to a rewarding career in Customer Service, administration, and management. They will have the skills and knowledge to deliver various customer service functions of the workplace. They will also be able to demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers to progress further. They will provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements

Duration: 12 Months

Location: Workplace and College

Sector: Sales, marketing and procurement standards

