

Customer Service Practitioner Apprenticeship Level 2

2022/23

Inspiring Lives, Discovering Futures

The Course

In brief...

Most businesses across most sectors need professional customer service. The Customer Service Practitioner Level 2 Apprenticeship is a useful way to develop relevant and transferable business skills in any sector or organisation, and is an excellent start to your career. The purpose of the role is to deliver high quality products or services to customers, whether this is face to face, by post, digitally or over the phone. This might include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. The job holder is an important member of the business services team and may be the first point of contact for customers.

Who is it for?

Apprenticeships are a great option both for GCSE school leavers and A level students who want to get straight onto the career ladder, or people looking for a change in career. A Level 2 apprenticeship is academically equivalent to 5 GCSEs, although remember that the apprenticeship is a vocational level.

What the Course Leads to

What courses can I do after this?

On successful completion of this Apprenticeship you could progress onto an advanced apprenticeship, such as Customer Service Specialist, Business Administrator or Team Leader/Supervisor. You could also move into a different type of role, such as marketing or IT.

What do I need to apply

To do this course you should have...

You will need to have mathematics and English GCSEs grade D/3 or above (or equivalent) and be willing to learn.

An interest in Customer Service and representing your employer professionally

- Reliability and flexibility
- The ability to work in a team as well as on your own, self-motivated
- Good organisation, communication and computer skills
- Being able to work under pressure and to strict deadlines
- Commitment to learning

Course costs

| Course Code | Start Date | Costs 16-18 | Costs 19-23 (with concessions) | Costs 19+ (no concessions) |
|-------------|------------|-------------|--------------------------------|----------------------------|
| BAX2CS0001 | Various | TBC | TBC | TBC |

Key Information

Duration

15 Months

Attendance

Apprenticeship

Level

Level 2

Qualification Name

Apprenticeship Standard

Awarding Body

EDEXCEL

Curriculum Area

Business, Digital, Leadership & ESOL - Business & Finance

* Please note fees are subject to change.

Course Content

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The course will cover:

- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge

Enabling you to develop skills in:

- Interpersonal: learning how to use questioning and listening skills
 - Communication: using appropriate verbal and non-verbal communication skills
 - Influencing: providing clear information to inform customers
 - Personal organisation: how to organise yourself and your workload to meet deadlines
 - Dealing with customer challenges: learning tools to maintain communication and help resolve customer needs
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- Functional Skills in Maths and/or English at Level 2 (if not already achieved)

Next Steps ...

Email: enquiries@thecollege.co.uk

Telephone: 01202 205205

Web: www.thecollege.co.uk

Live chat available on the website

