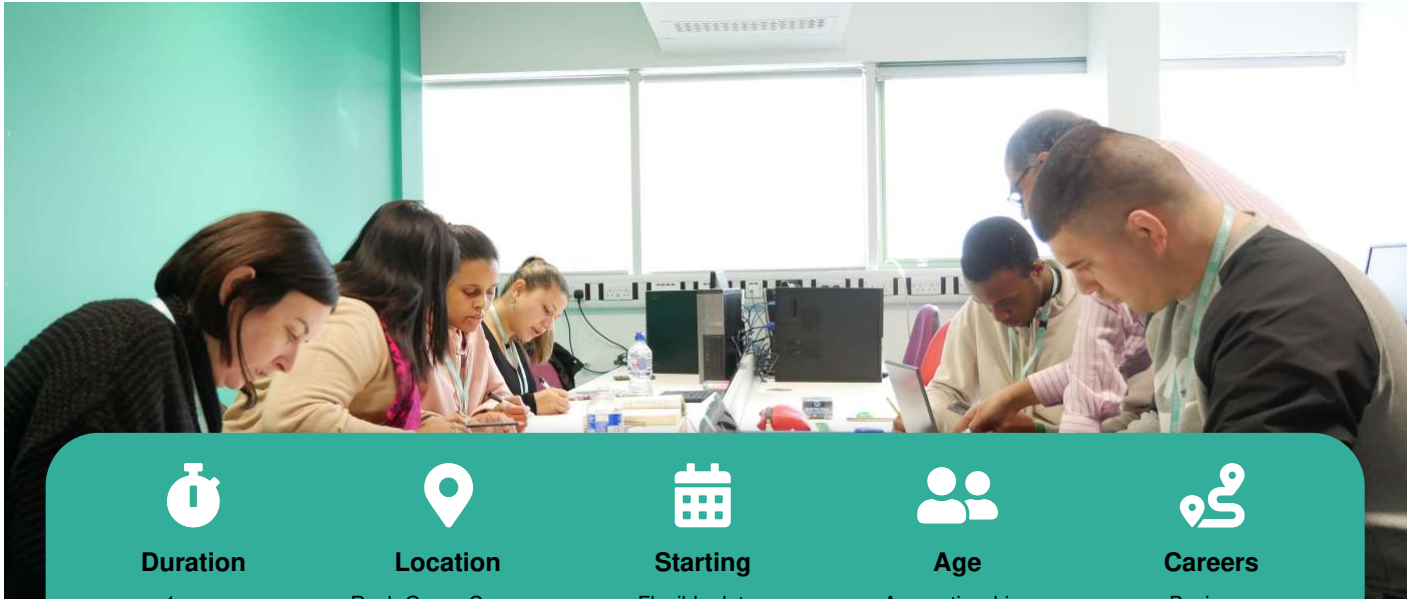







Level 2

Customer Service Practitioner

Apprenticeship



				
Duration	Location	Starting	Age	Careers
1 year	Rush Green Campus	Flexible dates	Apprenticeships	Business

How do apprenticeships work?

If you prefer a more practical style of learning, an apprenticeship or higher apprenticeship could be the ideal option for you. They enable you to learn on the job and gain nationally recognised qualifications at the same time. [Find out more about apprenticeships.](#)

Overview

This programme will develop apprentices' skills in delivering high-quality customer experiences in line with a business's brand promise, and help them ensure overall customer satisfaction.

You'll build on your interpersonal, communication and influencing skills to help customers make decisions that benefit them and the business. Other aspects such as personal organisation, presentation, self-development and team working will also be covered to drive service quality and consistency.

Apprentices will develop competence and technical expertise, and assessments will take place via observations on regular assessor workplace visits.

What you'll learn

The City & Guilds Level 2 Diploma for Customer Service Practitioners is designed for individuals who work in the field of customer service. Its aim is to equip them with the knowledge and skills needed to provide top-quality products and services to their organisation's customers.

The course has been specifically created to support learners who are undertaking the Customer Service Practitioner Apprenticeship Standard, covering all the knowledge and skills required by the standard. However, it can also be taken as a standalone qualification for those who wish to gain a nationally recognised certification in customer service.

The qualification covers a range of topics:

- Developing self to achieve targets and goals
- Recognition of regulations and legislation within own organisation
- Principles of business
- Contributing to a customer focused experience
- Providing customer service
- Managing customer expectations

Entry requirements

English & Maths GCSEs/O Levels at grade 4(C) or above.

If you haven't got these qualifications, you'll need to study Functional Skills at Level 2 as part of your programme.

What this apprenticeship leads to

Complete this programme and you could join the Level 3 apprenticeship as a Customer Service Specialist to further develop your skills and experience.

Visit this course on our website: <https://barkingdagenhamcollege.ac.uk/find/courses/0000010991>

For further information please contact the college: <https://barkingdagenhamcollege.ac.uk/contact>