CUSTOMER SERVICE LEVEL 2

Factsheet

These qualification has been designed to cater for the wide range and diversity of job roles where competence in customer service is vital. The key focus is to be contributing to improved customer service delivery, increased customer satisfaction, attracting new customers and improving customer loyalty

Entry Requirements

There are no mandatory entry requirements for this apprenticeship. You will have a genuine interest in the customer service sector.

Description

An apprenticeship is a framework of qualifications which may include:

- Level 2 diploma in customer service
- Functional skills in maths and English at level 1

Guided learning hours

245-305 hours (diploma). Examples of this are on-the-job work experience, 1-2-1 learning and group teaching.

Duration

12 months

Mandatory units

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisation
- Manage personal performance and development

Examples of optional units

- Encourage learning and development
- Manage tem performance
- Implement and maintain business continuity plans and processes
- Recruitment, selection and induction practice
- Review the quality of customers service
- Contribute to the improvement of business performance

Methods of recording study

Your qualification will be completed via paper based portfolio with interactive learning.

Diploma

The apprenticeship includes both knowledge and competence units. Learners must complete a minimum of 45 credits which consists of mandatory and optional units.

Follow on courses

- Level 3 advanced apprenticeship in customer service
- Level 2 intermediate apprenticeship in team leading
- Level 3 advanced apprenticeship in management

Further information

If you would like advice on other work-based learning programmes, methods of delivery and eligibility for funding please contact one of our team on:

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