

Customer Service Practitioner

Level 2



15 Months On Programme
Including 3 Months EPA



Overview

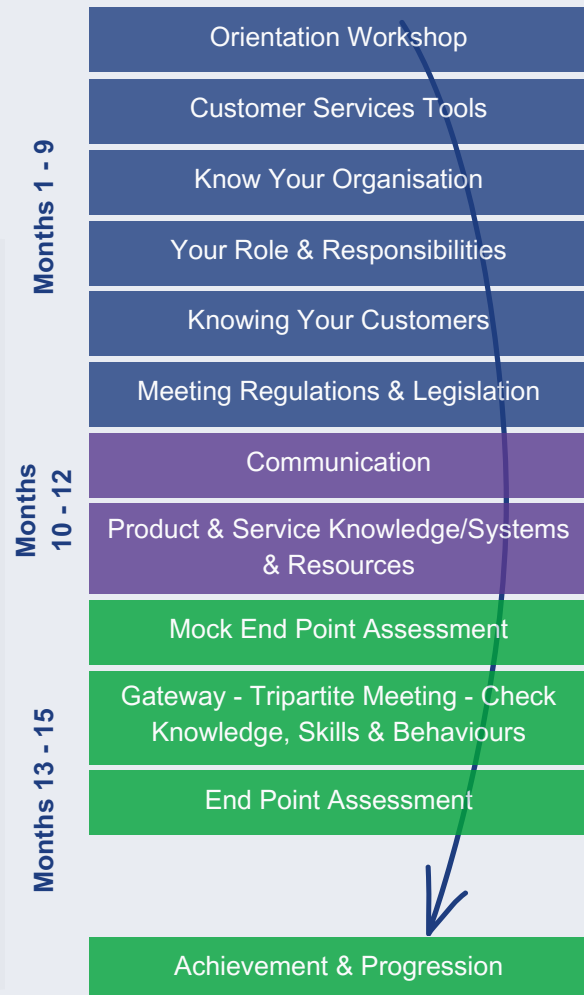
Customer Service Practitioners are the face and voice of a business, often the first point of contact for customers, and play a critical role in shaping customer experiences and perceptions. They are responsible for delivering high-quality service across various interaction channels, including in-person, digital communication, or within the customer's own setting.

Our apprenticeship programme is meticulously designed to hone the skills necessary for providing outstanding customer service. Apprentices will learn to navigate the delicate balance between friendliness and professionalism in their communications, acquire comprehensive knowledge of their products or services, and develop the competency to efficiently fulfil customer needs. By completing this programme, apprentices will be well-equipped to enhance customer relations, bolster the organisation's reputation, and foster enduring customer loyalty.

Upon Successful Completion Of The Programme:

- Customer Service Apprenticeship Standard – Pass or Distinction
- Level 1 English and maths (if not exempt)

Learner Journey



Full Programme
Details