

Foundation Apprenticeship in Customer Service Level 2

This programme is primarily aimed at candidates who undertake a customer service role and recognise that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing. It is suitable for candidates:

- Who have particular customer service and administrative job roles
- Who are working in a customer service environment
- Whose role is to provide service to customers

On completion of this apprenticeship you will achieve the following:

- Foundation Apprenticeship in Customer Service
- Level 2 Diploma in Customer Service
- Essential Application of Number Skills Level 1 and Essential Communication Skills Level 1

Combined Competence and Knowledge Level 2 Diploma in Customer Service

To achieve a Level 2 Diploma in Customer Service, you will need to complete a minimum of 45 credits through mandatory units and a selection of optional units in line with your job role.

course units

Mandatory units 19 Credits

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

Optional Units

Communicate verbally with customers
Exceed customer expectations
Carry out customer service handovers
Resolve customer service problems
Support customer service improvements
Health and safety procedures in the workplace
Buddy a colleague to develop their skills
Employee rights and responsibilities

There are other units available to select from.

Essential Skills

There are two skills areas that you will develop through a variety of controlled tasks and confirmatory tests. The controlled task must be completed within 8 weeks of its start date:

- Essential Application of Number Skills Level 1
- Essential Communication Skills Level 1

Course Delivery

An Assessor will visit the candidate at their workplace at least once a month for a minimum of 1 hour. In between visits learners will be expected to complete work to ensure progress is made.

Recommended Time on Framework

The recommended time to complete the Foundation Apprenticeship framework is 13 months.