

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	<p>Mandatory units 19 Credits</p> <ul style="list-style-type: none"> Deliver customer service Understand customers Principles of customer service Understand employer organisations Manage personal performance and development 	<p>Optional Units</p> <ul style="list-style-type: none"> 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
	<p><i>There are other units available to select from.</i></p>	

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.