

| ACCREDITED |

CUSTOMER SERVICE

This qualification has been developed to support learners completing the Customer Service Practitioner Apprenticeship Standard and can be used to assess learners' readiness for the end-point assessment. It covers the knowledge and skills of the standard.

It is designed for those learners wishing to gain a nationally recognised qualification in customer service.

The qualification provides learners with knowledge, understanding and skills in customer service such as:

- Delivering effective customer service
- Roles and responsibilities within a customer service environment
- Dealing with conflict and challenge within a customer service environment

Learners can start at award level and build achievement in units to reach the full Diploma.



LEVEL 2



COST ENQUIRE

HOW LONG WILL IT TAKE ME TO ACHIEVE THIS QUALIFICATION?

Suggested delivery is 150-220 learning hours. This could be 2 days for 11 weeks, as an example.

HOW IS THE QUALIFICATION ASSESSED?

You will complete workbooks, assignments and produce a portfolio of evidence to be assessed by your teacher. This qualification is assessed through a portfolio of evidence.

WHAT NEXT?

On successful completion of this qualification, learners may wish to continue their development by undertaking the following qualification:

- Level 3 Diploma in Customer Service

