

Customer Service Practitioner Apprenticeship



Level 2



15 months



Customer Service Practitioners provide quality customer service for businesses and other organisations via in-person, telephone, or digital communication. Work is varied and requires organisational skills, product/service knowledge and good people skills.



Apprenticeship overview

Apprentices will learn the fundamentals of customer service. From communication skills to teamwork, understanding customers to product/service knowledge, and much more besides, the standard covers the knowledge, skills and behaviours expected of practitioners. Successful completion of this Level 2 course will allow the apprentice to join the Institute of Customer Service as an Individual member at Professional level.



Typical job roles

Customer Service Representative
Customer Support Agent
Call Centre Agent

Why choose an apprenticeship for your business?

The benefits, in brief:

- Retrain and upskill your current team
- Fill skill gaps and expand your workforce
- Diversify your team and bring in fresh ideas

Why choose us?

- We are one of the biggest apprenticeship providers in the region
- We are funding experts and can help you get the maximum benefit of government funding available to you
- We will support you as an employer and your apprentice throughout the apprenticeship journey

Interested?

**We welcome your enquiries.
Contact us below:**



Email: apprenticeships@leedscitycollege.ac.uk

Visit: leedscitycollege.ac.uk/employ-an-apprentice

**HARROGATE
COLLEGE**

Email: apprenticeships@harrogatecollege.ac.uk

Visit: harrogate-college.ac.uk/employ-an-apprentice



Email: apprenticeships@keighleycollege.ac.uk

Visit: keighleycollege.ac.uk/employ-an-apprentice