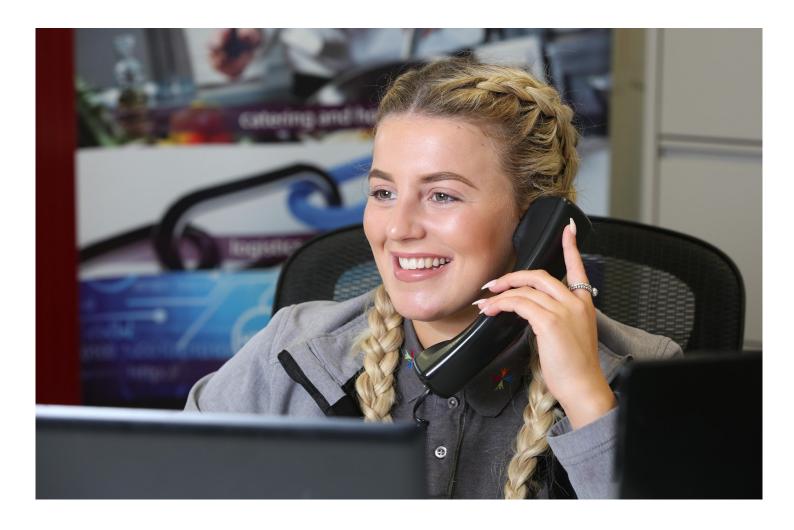


LEVEL 2 APPRENTICESHIP IN CUSTOMER SERVICE



This qualification is tailored for staff who are responsible for delivering Customer Service and interact directly with the Customer, including:

- Sales staff
- Retail Staff
- Staff working on service desks
- Call centre staff.

General tasks involve greeting customers, presenting a positive impression of yourself and your organisation. Deal with customers face to face or by telephone or process customer service information, deliver reliable customer service, handle problems and develop & improve customer service.



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Course Delivery

Assessment will take place in the workplace and you will be supported by a training officer who has industry experience. Your training officer will visit you once per month for up to two hours and you will be given work to complete before your next assessment.

You will have an online e-portfolio which you will use to gather evidence. Work based assessments and observations will be carried out and you will be expected to produce products of work to demonstrate your competence. The BTEC Award will be completed using online assessments.

Entry Requirements

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

Recommended time on programme

14 Months.

Course Units

A minimum of 45 credits must be achieved at level 2 or above.

MANDATORY UNIT	CREDITS	UNIT TITLE
1	5	Deliver Customer Service
2	2	Understand Customers
3	4	Principles of Customer Service
4	4	Understand employer organisations
5	4	Manage personal performance and development



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GROUP B -	· OPTIONAL	UNITS: MINIMUM OF 3 CREDITS		
6	3	Communicate verbally		
7	3	Communicate with customers in writing		
		. UNITS: MINIMUM OF 16 CREDITS		
8	3	Deal with incoming telephone calls from customers		
9	3	Make telephone calls to customers		
10	2	Promote additional products and/or services to customers		
11	3	Process information about customers		
12	3	Exceed customer expectation		
13	4	Deliver customer service whilst working on customer's premises		
14	3	Carry out customer service handover		
15	5	Resolve customer service problems		
16	3	Deliver customer service to challenging customers		
17	3	Develop customer relationships		
18	3	Support customer service improvements		
19	3	Support customers through real-time online customer service		
20	3	Use social media to deliver customer service		
21	4	Resolve customers complaints		
22	5	Gather, analyse and interpret customer feedback		
23	3	Support customers using self-service equipment		
24	5	Provide post-transaction customer service		
GROUP D - OPTIONAL UNITS: MAX OF 7 CREDITS				
25	2	Health and safety procedures in the workplace		
26	2	Manage diary systems		
27	2	Provide reception services		
28	3	Contribute to the organisation of an event		
29	3	Buddy a colleague to develop their skills		
30	2	Employee rights and responsibilities		
31	3	Develop working relationships with colleagues		
32	2	Principles of equality and diversity in the workplace		
33	2	Processing sales orders processing sales orders		
34	3	Meeting customers' after sales needs		
35	3	Handling objections and closing sales		
36	7	Deal with incidents through a contact centre		
37	5	Carry out direct sales activities in a contact centre		
38	4	Negotiate in a business environment		
39	3	Bespoke software		