



Qualification:	Customer Service Foundation Apprenticeship Levels 2
Duration:	Level 2 – 12 Months
Date/s:	On Demand
Location:	Pembrokeshire College/In the Workplace
Cost:	No Cost

COURSE AIM:

The Customer Service Apprenticeships aim is to provide employers in the public, private and not-for-profit sectors with a workforce that has high levels of customer service skills. By developing the knowledge and competencies required, Customer Service apprentices will be able to contribute to improved customer service delivery and increased customer satisfaction. The Apprenticeships are primarily aimed at individuals whose role is dedicated to customer service. Apprenticeships are worked-based learning programmes designed around the needs of employers which lead to nationally recognised qualifications.

To be eligible for the apprenticeship programme employees will need to be at least 16 years old, employed for at least 16 hours per week and earning the minimum wage. An apprentice will receive their training at no cost to the business. Employers are, however, responsible for the salary of the apprentice which should reflect their age and experience. The employer is required to allow the apprentice time to be assessed in the workplace on a monthly basis.

JOB ROLE

Due to the varied nature of the Customer Service industry there are many job roles that apply to Customer Service Level 2 apprentices. These include job roles which are dedicated to customer service such as Customer Service Trainee, Customer Service Assistant, Customer Service Advisor, Customer Service Representative or Agent. Job roles within which Customer Service skills complement other technical skills include Accounts clerk, Bakery Assistant, Trainee Sports Coach, Cashier, Trainee Optician, as examples.

COURSE CONTENT:

- Level 2 Diploma in Customer Service
- Level 1 Essential Skills Wales Communication
- Level 1 Essential Skills Wales Application if Number
- Employer Rights and Responsibilities



Customer Service Level 2 Apprenticeship

ENTRY REQUIREMENTS:

There are no entry requirements for this pathway.

COURSE ASSESSMENT / EXAMINATION:

Will be based on portfolios and assessments in the work place

PROGRESSION:

Upon completion of this pathway, apprentices, with support and opportunities may be able to progress onto the Level 3 Apprenticeship in Customer Service or other Level 3 Apprenticeships – particularly where customer service is an important part of the job such as Business & Administration, Retail, Hospitality and Travel & Tourism.