



THE
LEARNING
FOUNDRY



CUSTOMER
SERVICE

Level 2

DIPLOMA IN CUSTOMER SERVICE

Who is it for?

Ideal if you work in Customer Services or related sectors e.g. Contact centre and sales, and provide customer service products and services including face-to-face, telephone, digital and written communication.

Accredited by:

City and Guilds



Duration:

15 months



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thelearningfoundry.co.uk



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DIPLOMA IN CUSTOMER SERVICE

Entry requirements

To undertake this programme you must be working in a customer service role and have the opportunity to meet the assessment demands that will enable you to benefit from the qualification. You must hold 5 GCSE's (grade A* - E / 9-3) or achieve level 1 in English and Maths during initial assessment.

Qualification

You will achieve the City and Guilds Level 2 Diploma in Customer Service.

Progression route

You could progress to the Level 3 Diploma in Business Administration or the Level 3 Diploma in Customer Service.

End point assessment

End point assessment will be undertaken as follows:

- Apprentice showcase
- Practical observation
- Professional discussion.

Results for you

- Gain a thorough understanding of customer service principles and practices
- Develop enhanced customer service skills
- Develop improved communication skills
- Learn how to effectively evaluate customer service satisfaction levels.

Why choose The Learning Foundry?

- Established for over 25 years
- High quality training rated 'Good' by Ofsted
- Liverpool City Centre Campus close to main bus and train links
- Team of industry experienced tutors
- Careers advice and guidance
- Training tailored to meet your individual needs.

Why choose an apprenticeship?

- Earn while you learn - take home a real wage
- Be trained in the skills employers want
- Progress quickly
- Learn at a pace that suits you and have the dedicated support of a mentor
- Enjoy paid holidays
- You won't have the debts of university.

"Apprentices and trainees are confident, self-assured and enjoy their learning. They develop good work-related skills, including increased confidence, team working, problem solving and time management."

"Following their courses, a high proportion of apprentices and trainees gain new responsibilities and/or promotion. The majority of trainees progress to apprenticeships, employment or further education."

Ofsted rated 'GOOD' 2019.