

# Customer Service Practitioner Level 2

## Duration:

13 months plus  
End-point Assessment period.

## Who's it for:

Team members who communicate with customers in a customer facing environment, such as Guest Service Agents.

## Learning overview

The Customer Service Practitioner Level 2 apprenticeship will develop the skills and knowledge required by customer-facing team members. The programme is delivered over nine modules, which cover all aspects of customer communication and aftercare, as well as key knowledge of services and products.

## What's covered:

- **Enrolment**
- **Module 1:**  
Knowing Your Customer
- **Module 2:**  
Customer Communication
- **Module 3:**  
The Customer Experience
- **Module 4:**  
Support Your Customer With Products and Services
- **Module 5:**  
Understand Your Organisation

- **Module 6:**  
Policies and Procedures
- **Module 7:**  
Roles and Responsibilities
- **Module 8:**  
**Teamwork**
- **Module 9:**  
Regulations and Legislation
- **Assessment Preparation**

In addition to your salary, Barons Eden will fully fund the apprenticeship and have valued this apprenticeship at £6,800, based on training costs and the cost to the business.

There is no upfront cost for the learner, nor is there any repayment required at any time.