

# CUSTOMER SERVICE

## LEVEL 2 INTERMEDIATE APPRENTICESHIP

### Entry Requirements

There are no mandatory entry requirements for Intermediate apprentices although A-D GCSE English and Maths is recommended along with an interest in customer service.

### Qualifications to be completed

- BTEC Level 2 Diploma in Customer Service
- Level 1 Functional Skills English
- Level 1 Functional Skills Maths
- Employment Rights and Responsibilities
- Personal Learning and Thinking Skills

### Length of programme

12 months

### Mandatory modules

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development

### Example optional modules

There are over 30 optional modules and which you choose will depend on your job role. Examples are:

- Employee Rights and Responsibilities
- Communicate verbally with customers
- Communicate in writing with customers
- Resolve customer service problems
- Use social media to deliver customer service

### Day-to-day activities

Tasks may include communicating with customers, building relationships with customers, resolving problems, promoting products/services, using appropriate communication channels, keeping records, gathering customer feedback and reception duties.

### Assessment

Apprentices will be required to produce evidence using e-portfolio software. A Skills Coach will visit once a month to observe apprentices. Some diploma units and functional skills include tests which need to be taken at a training centre. diploma units and functional skills include tests which need to be taken at a training centre.

### Potential future job roles

- Bank/building society customer adviser
- Contact centre operator
- Customer service adviser (Post Office)
- Customer service assistant
- Hotel receptionist
- Local government customer services officer
- Medical receptionist

**To find out more call 0300 111 8030,  
email [skills@entrust-ed.co.uk](mailto:skills@entrust-ed.co.uk) or visit  
[www.entrustskills.co.uk](http://www.entrustskills.co.uk)**