

# Level 2 Apprenticeship in Customer Service

## Support Customers | Build Confidence | Deliver Quality Service

This apprenticeship is designed for individuals in customer-facing roles, supporting clients and colleagues while representing their organisation professionally. It develops the essential skills, knowledge, and behaviours needed to provide excellent service, resolve problems, and contribute positively to customer experience.

Learners will build confidence in handling enquiries, improving communication, and working effectively as part of a team in any customer-focused environment.



# About the Apprenticeship

Ideal for those starting out in customer service or wanting to improve their existing skills, this programme builds core service and communication skills that apply across industries.

- **Duration:** Typically 12-15 months
- **Delivery:** Work-based learning, practical activities, and supported development
- **Max Funding:** £3,500

## What You Will Learn

- **Customer Service Foundations** – Understand what great service means and how to meet customer needs.
- **Communication Skills** – Develop confidence in face-to-face, telephone, and digital interactions.
- **Teamwork and Relationships** – Work effectively with colleagues and support positive team performance.
- **Problem Solving** – Handle complaints and resolve issues calmly and professionally.
- **Personal and Professional Development** – Take responsibility for your role, use feedback, and improve your skills.
- **Functional Skills in English and Maths** – Achieve Level 1 (and work towards Level 2 if not already attained).

## Who is it for?

- School leavers starting their first role in customer service
- Staff in retail, hospitality, leisure, call centres, or office environments
- Individuals seeking to improve their confidence and skills in serving customers

## Career Progression

- Progress to Level 3 Customer Service Specialist or team leader roles
- Develop a career in customer service, sales, hospitality, or administration
- Build transferable skills valued across all industries

