

Apprenticeships

Customer Service Practitioner - Level 2

Deliver Excellent Service with a Customer Service Apprentice

Positive experiences. Professional support. Loyal customers.

Why Hire a Customer Service Apprentice?

- Improve customer satisfaction and retention
- Support front-line teams with trained staff
- Build long-term service capability
- Access funded training and mentoring

What Apprentices Learn:

Customer Service apprentices develop the skills to deliver outstanding service across Industries:

- **Customer Interaction & Communication**
Handling enquiries, complaints and feedback professionally.
- **Product & Service Knowledge**
Understanding offerings and explaining them clearly to customers.
- **Using IT Systems & Tools**
Managing customer records, processing orders and using CRM systems.
- **Teamwork & Collaboration**
Working with colleagues to resolve issues and meet service standards.
- **Problem Solving & Initiative**
Responding to challenges and finding solutions independently.
- **Professionalism & Brand Representation**
Maintaining a positive attitude and representing the organisation's values.
- **Regulations & Compliance**
Understanding GDPR, complaints procedures and service policies.
- **Time Management & Prioritisation**
Managing workloads and responding promptly to customer needs.

Why Partner with Bishop Auckland College?

- Tutors with real-world service experience
- Flexible delivery to suit business hours
- Local support and mentoring
- Trusted by retail, hospitality, and public sector employers

Typical Duration:

12 months plus 3 months for EPA

Delivery:

In the workplace

End Point Assessment:

- Apprentice showcase
- Practical observation in the workplace
- Professional discussion following observation – 60 mins

Contact us:

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Follow the QR code for the
Apprenticeship Standard

