

# Customer Service Practitioner Apprenticeship



## Apprenticeship

Customer Service is the human element of any business delivering products or services to customers. Whilst a strong, recognisable brand and having unique selling points is important, it's professional staff delivering on brand promises that brings the organisation's values, policies and procedures to life, bringing customers back time and time again... Happy customers leads to successful business!

If you enjoy variety, like people and would enjoy the challenge of dealing with different situations every day, then a Customer Service Practitioner apprenticeship would be a perfect choice for you... not only will you 'earn while you learn' in a vibrant, customer-facing environment in the real world, but you will gain professional skills and an internationally recognised qualification to support your future...

Whether new to the role or seeking to develop your practice, a Customer Service Practitioner apprenticeship, supported by tutors who have recent industry experience, can take you in any direction – business to business, business to customer, retail, sales or hospitality. If you enjoy interacting with people then 'the world really is your oyster!'



Scan the QR Code for full course description, assessment and progression options from this course

### ENTRY REQUIREMENTS

Customer Service Practitioners are hugely influential in the delivery of a good customer experience and their satisfaction with an organisation. You will need English and maths GCSEs at grade 3, plus any criteria specific to you employer. Customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.



### LOCATION & NEXT START DATE(S)

Cornwall College St Austell - As required  
Cornwall College Camborne - As required  
Cornwall College St Austell - As required



Find out more and  
apply online



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<b>LEVEL</b> Level 2	<b>DURATION</b> 12 Months (Minimum) - 18 Months
<b>ATTENDANCE</b> Work-based	<b>FEES</b> Tuition Fees: £0.00

Fees apply to adults and HE students only. Only the most common fees scenario is shown. Actual fees may vary depending on your personal situation. Please contact us for further information. Courses listed on this website are indicative of the subject, nature and level of study. The College reserves the right to alter specific qualifications titles, awarding bodies and levels of qualification, which can change in year. Any cost may also vary, based on personal funding eligibility. The Cornwall College Group reserves the right to withdraw any course listed at any time.

### Explore Our Courses & Apprenticeships

Join us for a campus tour, meet our dedicated team, and get all your questions answered. Scan the QR code to register for our next Open Event or Taster Day.



**Find out more and  
apply online**

