

Apprenticeship Standard - L2 Customer Service

What is this Apprenticeship about?

This Apprenticeship will help to upskill existing staff working within the sector or we can help you to recruit new Apprentices who wish to pursue this career.

Apprentices will develop the skills to deliver high quality service to customers. Their skills will influence the customer experience & satisfaction of your organisation.

We will design a tailored training package, precisely matched to your needs, resulting in a well-trained, up to date workforce. Delivery will be in the workplace, away from the work station, providing a cost effective method of training & upskilling your staff. An industry specialist Assessor will support you & your Apprentice throughout the process.

How is this Apprenticeship delivered?

On and off the job in the workplace

What else do I need to know?

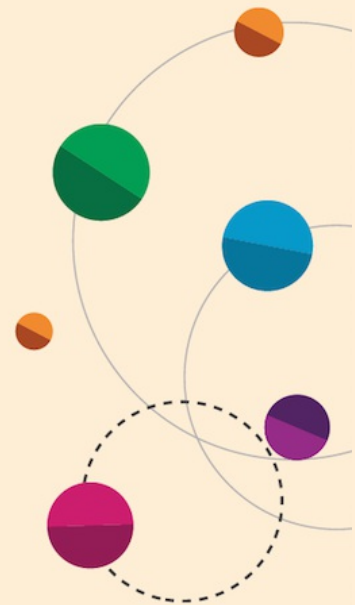
Regular intakes throughout the year, monthly



Course code
ST0072/A1

No. of weeks/duration
Typically 13 months

Location
Workplace



For the latest fees visit:
[www.stokecoll.ac.uk/
employers/apprenticeships/](http://www.stokecoll.ac.uk/employers/apprenticeships/)

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