

Diploma Customer Service Practitioners



Course Overview

Customer service practitioners provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. This course will help you achieve a professional standard and start you on a career path in customer services.

You will work with an assessor who will guide you through your programme of learning to produce a portfolio of evidence using e-portfolio, within your workplace.

What You Will Study

You will study the City & Guilds Level 2 Diploma for Customer Service Practitioners qualification. The qualification covers a range of topics through six mandatory units and one optional unit.

Mandatory units:

- Developing self to achieve targets and goals
- Recognition of regulations and legislation within own organisation
- Principles of business
- Contribute to a customer focused experience
- Provide customer service
- Manage customer expectations

Optional units:

- Working in a sales environment
- Working in an administrative environment
- Working in a contact centre environment
- Customer service principles
- Working in a retail environment
- Social media in a work environment
- Fundamentals of marketing

Attendance Expectations

To achieve the specified number of guided learning hours, your employer would need to offer support to allow for study. You will also need to attend scheduled meetings with your assessor to maintain progress.

START DATE

Flexible start dates

LEVEL

Level 2

STUDY MODE

Part-time

DURATION

12 months

AWARDING BODY

City & Guilds

LOCATION

Workplace Based



For further information about this course, including Entry Requirements, Assessments and Further Study, scan the QR code.

Need More Information?

For additional course information please contact the Course Information Team on **01924 789111** or email courseinfo@heartofyorkshire.ac.uk.

To learn more about the Heart of Yorkshire Education Group, our facilities and how we can support you please visit our website www.heartofyorkshire.ac.uk.

Quick Links



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How You Will Be Assessed

Assessments will take place in the workplace and will include varied methods for both theory and practical elements of the qualification. Evidence of assessments will be collated in a portfolio. An assessor will be allocated to you to support you through these and conduct assessments.

Entry Requirements

Workplace delivery. You must be employed in an administration role to be able to demonstrate the required standard of competence.

Fee Information

£2,400.

Further Study

Successful completion of this diploma will allow you to progress to Level 3 Customer Service, or other related occupational areas, such as Human Resources or Business Administration, to give some examples.

Further progression opportunities include Higher Education Business/Management studies at Level 4 and above, including Foundation Degrees.

