

## CUSTOMER SERVICE (INTERMEDIATE LEVEL)

**Course Type: Intermediate level (Level 2)**

**Course Outline: The Customer Service framework comprises:**  
**City and Guilds Level 2 Diploma in Customer Service**  
**Employee Rights and Responsibilities**  
**Functional Skills Level 1 in English (or GCSE grade E or above)**  
**Functional Skills Level 1 in Mathematics (or GCSE grade E or above)**

Who is this apprenticeship suitable for?

Due to the varied nature of the customer service industry there are many job roles that apply to customer service intermediate apprentices. These will include job roles which are dedicated to customer service such as Customer Service Trainee, Customer Service Assistant, Customer Service Advisor, Customer Service Representative and Customer Service Agent.

Learners aged 16+

Apprentices learn on the job and attend Appleby Training and Heritage Centre one day each week to improve their skills and knowledge and acquire the formal qualifications which are required to complete the framework.

Typically it takes between 12 and 18 months to complete this framework.

Course tutor: Sam Beattie.