

Diploma in Customer Service Level 2 Foundation Apprenticeship



Who is the qualification for?

The level 2 Diploma in Customer Service is a hybrid qualification, made up of competence and knowledge units. Customer Service is a diverse sector, suitable for anyone who provides assistance and advice within a company to people who buy or use its products or services. Employees operating at level 2 play an integral role in supporting organisational objectives through a wide range of functions, such as: delivering customer service, dealing with different types of customers, understanding the value of customers and managing workload.

Benefits for the learner

- Improve performance and communications.
- Gain confidence and recognition in your job role.
- Learn, develop and practise skill levels for career progression and study progression.
- Improve your planning and organisational skills.
- Evaluate and improve your own performance.
- Gain a nationally recognised and valued qualification.

Benefits for the employer

- Fully funded by the Welsh Government.
- Increase the skills and experience in your business.
- Increase productivity with a more knowledgeable and skilled workforce.
- Retain staff by providing progression and learning opportunities.
- Optional units can be tailored to support business requirements.
- Flexible delivery to support business needs avoiding disruption as training is delivered by appointment, within the workplace or via digital platforms such as Microsoft TEAMS.

Talk training testimonials

Jess, Ateb:

I appreciate being given the opportunity to do this course. I feel it will help me with possible future aspirations into a management position. The tutors are all really friendly and assessors are supportive and approachable.

Alicia Newman, Crane Process Flow Technologies:

Over the past few years Talk Training has provided Crane with a wide variety of funded programmes including Leadership & Management and Project Management across many levels which have been truly beneficial to the development of our associates. The service we have received has been professional and well organised and there is always someone on hand to offer guidance and information on course content, suitability and timescales etc. The feedback we have received from our associates is that the training representatives are extremely helpful and approachable and are always on hand to support when needed. Talk Training are now a strong partner with our business and continue to support us with the personal and professional development of our associates.

Joanne Griffiths, Production Manager, Rocialle in Health.

I would not hesitate to recommend Talk Training to any Company looking for a professional and efficient training provider.



- Recognised market leader in the delivery of Apprenticeships in Wales.
- Over 27 years experience.
- Working with over 130 Welsh companies.
- Delivered over 25,000 apprenticeships.

Want to learn more about this Customer Services Level 2 fully funded* Apprenticeship?



www.talktraining.co.uk



info@talktraining.co.uk



01443 848300

Other courses delivered by Talk training include:

ILM Management Levels 3, 4 and 5, Project Management, Business Administration, Information, Advice and Guidance, Customer Services, Learning & Development, Sustainable Resource Management, Warehousing and Storage, IT and Hospitality.

*Terms and conditions apply



**Cronfa Gymdeithasol Ewrop
European Social Fund**

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Name: Kate McGourlick

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Telephone: 01443 848305

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