

CUSTOMER SERVICE PRACTITIONER



Axia
Solutions

Level 2

Duration: 15 months Learning Hours: 356

A Customer Service Practitioner Apprenticeship is the perfect first-step into a business career.

Suitable roles

Customer Service Assistant
Customer Service Advisor
Receptionist
Help Desk Assistant
Front of House
Guest Services Assistant

Benefits

Career progression
Increased earning potential
Recognised qualification
Job Security
Flexible learning

Progression

Business Administrator
Office Administrator
Team Leader
Administration Coordinator
Customer Experience
Manager

Qualified Customer Service Apprentices enhance your customer experience, identify areas for improvement and improve customer retention.

WHAT TO EXPECT

This course is delivered as a mixture of face-to-face and remote sessions with your dedicated Axia trainer. You will also benefit from Onefile, our online eportfolio system where you can access resources and create your online portfolio of work completed on the course.

Below is an outline of what will be covered on the course

