



Mercia
Management Ltd

BTEC LEVEL 2 DIPLOMA IN CUSTOMER SERVICE

COURSE OVERVIEW

This Apprenticeship is for members of staff liaising with customers, promoting the business and developing customer relationships. This qualification consists of 5 mandatory units and optional units that can be selected to suit your business needs. Skills will be developed in the workplace which include underpinning knowledge and practical tasks.

TRAINING BENEFITS

On completion of this 15-18 month programme, Apprentices will demonstrate a range of customer service skills that will allow them to successfully carry out a variety customer service tasks within the office environment.

WHAT GETS COVERED?

- NVQ Portfolio (Units tailored to job role)
- Communication Skills
- Developing Working Relationships
- Negotiating & Problem Solving
- Maths, English & ICT
- PLTS (Personal Skills)
- Employee Rights & Responsibilities



If you would like more information regarding apprenticeships or the services we provide then please contact us on 01902 713552, alternatively you can find out more information via our website.



**Education & Skills
Funding Agency**

MERCIA MANAGEMENT LIMITED
55 WATERLOO ROAD, WOLVERHAMPTON, WV1 4QQ
TEL: 01902 713552 FAX: 01902 390960
EMAIL: sales@merciam.co.uk



www.merciamanagement.co.uk