Customer Service Practitioner - Level 2

Learner Journey – 2026

LEARNING CURVE GROUP

Month 1

This month focuses on:

- Your job role and responsibilities and how this impacts on others in the organisation.

Month 2

This month focuses on:

- Regulations & legislation
- Employee & employer responsibilities

Month 3

This month focuses on:

- Organisational policies
- Digital media

Month 4

This month focuses on:

- Types of organisations
- Brand promises and core values
- Organisational / service culture

Month 5

This month focuses on:

- Different types of customers

Month 6

This month focuses on:

- The purpose of customer service
- Customer service standards

Month 7

This month focuses on:

- The organisations products and services
- Maintaining product knowledge

Month 8

This month focuses on:

- Customer focused experience
- The importance of building customer trust

Month 9

This month focuses on:

- The organisations systems, equipment & technology
- Customer service levels

Month 10 & 11

This month focuses on:

- EPA support and guidance