Customer Service Practitioner - Level 2

Learner Journey - August 2025



Month I Month 3 Month 9 Month 5 Month 7 This month focuses on: Your job role and Legislation and regulations What a customer focused Types of organisations, the The purpose of customer responsibilities and how this in the workplace including experience is and how to purpose of a business, brand service, customer needs. impacts on others in the confidentiality and create it. Creating appropriate promises and the core values expectations and customer organisation. protecting data, and customer responses, the of an organisation. priorities. Customer service employer and employee importance of building Procedures affecting customer standards, meeting customer responsibilities to health and customer trust and how to service roles, service culture needs and adapting the achieve it. and the links between values customer service approach and culture. Month 6 Month 8 Month 10 Month 4 Month 2 This month focuses on: The organisations customers The organisations products The organisations systems, The purpose of organisational Your role and responsibilities including customer types, the and services, differences equipment and technology policies including digital media including understanding and organisations internal/external and how to use it. Monitoring policies, how policies and between providing products achieving targets and the customers and communicating and evaluating customer procedures affect customer and services and maintaining importance of personal service and the complaints with customers. product knowledge. service levels. EPA development. preparation and portfolio process. review.