

# Business, Accounting & Retail

## Apprenticeship Standard in Customer Service Practitioner

**Campus:** Rotherham College

**Code:** FFEBA0004#

**Level:** 2

### About This Course

**This**  
course is delivered in small cohorts at certain points throughout the year.

### What Will I Study?

**The**  
relevant knowledge, skills & behaviours within the Apprenticeship standard such as stakeholders, business fundamentals, quality, IT skills and external environment factors.

**English**  
& Maths @ Level 2 if applicable.



## Why Study Here?

- **Industry experts provide all teaching materials**
  - **Access to a wide range of facilities and campus' across our College group**
  - **Partnered with nationally recognised awarding bodies**
  - **Dedicated account manager for your employer**
- Personalised advice & guidance on how to best achieve your career goals**

## Entry Requirements

- **Apprentices will be required to have or achieve level 1 English and maths prior to taking end-point assessment.**

## How To Apply

Apply on our website or contact our Employer Partnerships Team on 01709 513333 or email [enquires@rnntesting.co.uk](mailto:enquires@rnntesting.co.uk)

## What Courses Can I Progress Onto?

**Apply**  
on our website or contact our Employer Partnerships Team on 01709 513333 or  
email [enquires@rntraining.co.uk](mailto:enquires@rntraining.co.uk)

## **Tuition Fees**

**Contact**  
our Employer Partnerships Team to discuss how your business access funding on  
01709 513147 or email [enquires@rntraining.co.uk](mailto:enquires@rntraining.co.uk).  
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