

Business, Accounting & Retail

Apprenticeship Standard in Customer Service Practitioner

Campus: North Notts College - Worksop Campus

Code: F21ST01

Level: 2

About This Course

This course is flexible in its delivery. We can accommodate the following:

- Delivered in small cohorts online
- 1-2-1 delivery onsite

Reviews will be completed on a 10-week basis and these are flexible to the apprentice and employer, being online or face to face.

What Will I Study?

On the course, the apprentice will study the relevant Knowledge, Skills & Behaviours (KSB's) such as:

- Knowing your Customers
- Meeting regulations and legislation
- Customer Experience
- Dealing with customers conflict and challenge
- English & Maths at Level 1 / 2, if applicable.

Why Study Here?

The RNN Group is an education and training provider, meeting the needs of thousands of employers, adults and school leavers every year and contributing at the heart of our communities.

Through our strategic relationships, we deliver and provide exceptional training and opportunities for our apprentices.

Our Centres of Excellence will be inspirational and we will remain agile to the needs of our apprentices and employers.

Our vision is to lead on innovations and skills within our communities, that our apprentices work in.

Entry Requirements

Be working in a Customer Service Role.

It is desired that all applicants hold a GCSE Grade 1 in English and Math's or have achieved a Functional Skill at Level 1 / Adult Literacy and Numeracy at Level 1 or Key Skills Communication and Application of Number at Level 1.

Level 1 / equivalent must be achieved in English and Maths, prior to taking End Point Assessment.

A functional skill level 2 upskill, maybe required in English and Maths.

How To Apply

You can apply using our online application form and clicking the **Apply Now** button at the top of this page.

For more information support with your enquiry or application please contact Student Services by emailing contact@nnc.ac.uk [mailto:contact@nnc.ac.uk] or by calling **01909 504500** .

Tuition Fees

The fees for all apprenticeships are paid for by your employer. Employers access funding through the Apprenticeship Levy or their Digital Apprenticeship Service account. Employers can gain additional information from our

apprenticeship team, contact enquiries@rnntraining.co.uk [mailto:enquiries@rnntraining.co.uk] or call 01909 504777.

PLEASE NOTE

We make every effort to ensure information within our online course directory is accurate and a true representation of the courses we are offering in 2025-26. However, we do reserve the right to make changes if necessary.

Last updated: 11th December 2025