

Knowledge

Skills

Behaviours

Level 2 Customer Service Practitioner Journey

skillsedge

Initial Assessment
Enrolment
Induction
Training Plan

My World Matters:

British Values | PREVENT | Equality & Diversity | Safeguarding | E-Safety
Transgender Awareness | FGM | Employment | Positive Mental Health

Legislation

Legislation Understanding | Data Protection | Health & Safety | Equality | Consumer Rights

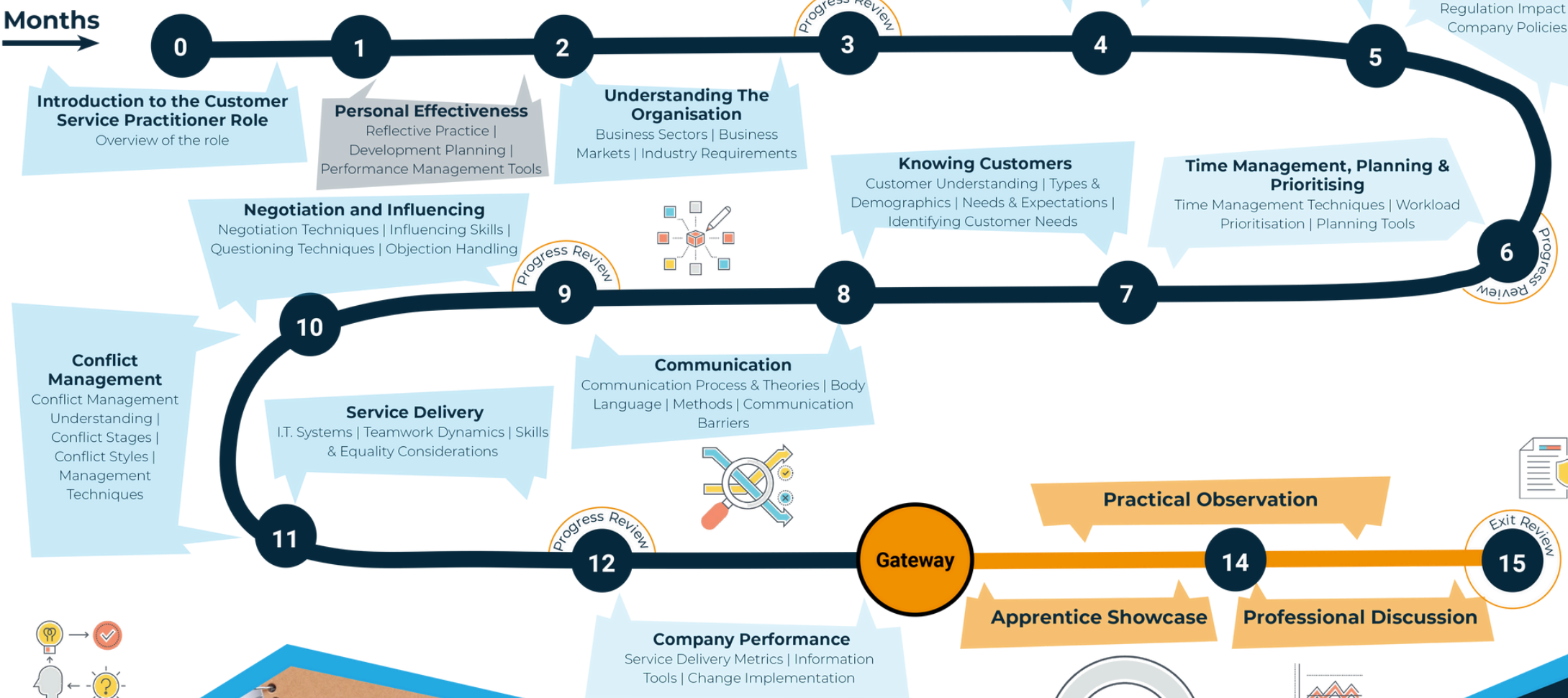
Company Policy

Sector Regulation | Company Policy | Legislative Support

Professional Standards

Expectations & Professionalism
| Legislation & Regulation Impact |
Company Policies

Months



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