

## Level 2 Certificate in Principles of Customer Service

More than 80% of business leaders in the UK believe customers are not only the biggest pressure point for businesses, but are also the most influential drivers of change.

Effective customer service is crucial when developing a successful working business. This qualification will enable you to gain knowledge and develop existing skills around this vital and engaging service.

After successfully completing the course, you will receive a nationally recognised qualification in this subject area which can enhance your CV and boost career prospects and increase opportunities.

- Qualification gained: **NCFE Level 2 Certificate**
- Place of study: **Learn at work or home**
- Type of course: **Online distance learning course/Virtual Classroom**
- Course duration: **Fulltime in a classroom 2 weeks/ 10 weeks distant learning**

Full tutor and customer service support will be provided throughout the course.

### Benefits of Study

- No need to attend college, work from home at a pace that suits you
- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Available at no cost
- Receive support and guidance from a dedicated team of qualified assessors/tutors
- Study will enhance your personal and professional skills

### What you will learn

This course is split into 7 manageable units:

Unit 1: Principles of customer service and delivery

Unit 2: Understand customers

Unit 3: Understand employer organisations

Unit 4: Understand how to communicate with customers

Unit 5: Understand how to handle customer information

Unit 6: Understand how to resolve problems and deliver customer service to challenging customers

## Delivery Methods

Fulltime virtual classroom – 5 days 09-30-15:00 ( lunch break included)  
Distance/ Blended Learning – 6 weeks

## Learning Method

The course is delivered via zoom in our virtual classroom, you will also have access to our learning platform which has a range of interactive online resources

## Entry Requirements

You don't need to have any specific prior learning requirements to take this qualification, but you may find it helpful if you've already achieved a Level 1 qualification.

## Age Restrictions

You must be at least 16 years old to take this qualification.

## Cost

Due to the availability of government funding, the qualification is usually available at no cost. Funded places are limited, so book early to avoid disappointment. Funding is subject to learners meeting eligibility criteria; this will be provided prior to the start of any course. Please note a fee of £25 is charged if learners fail to complete the course or withdraw. Learners must want to independently enrol onto the course.

## Contact Us

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