

Customer Service



success.



speed.



support.

Course Overview

The nationally accredited qualification covers topics fundamental to the delivery of excellent customer service.

Business Benefits

- Gives employees a high standard of learning to support their responsibilities
- Reduces the risk of complaints and customer departures
- Creates a more motivated workforce
- Evidence competency of staff to external stakeholders

What is the cost?

Due to the availability of government funding, this qualification is available at no cost. Funded places are limited so please book early to secure your place.

Learner Benefits

- Achieve a nationally recognised level 2 qualification
- Furthers personal and professional development
- No need to formally attend college
- Learn in your own time
- Access to sector-expert assessors throughout the course

Course Duration

6 - 12 Weeks

Awarding Body

NCFE / CACHE / TQUK

Course Content

- Learn to deliver excellent customer service
- Increase awareness of understanding and meeting customers' needs
- Giving a great customer experience
- Learn from feedback and promote products and services

What you will learn

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations

How is it delivered?

Alongside the learning materials, you will have the support of a knowledgeable assessor/tutor who will give you advice and guidance on the course content as well as providing robust feedback on the work you complete.

The course is usually delivered over a period of 6 to 12 weeks.

Successful completion of this course ensures that the learner has fully understood these important principles and evidences knowledge of the subject area.

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