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# Improving Service User Experience in Health and Social Care

success. speed. support.

## Course Overview

This course is ideal if you are currently working, or are looking to work, in a customer-facing role in the health and social care sector.

## Business Benefits

This course will equip your staff with a detailed understanding of customer service in health and social care, effective communication and teamwork in health and social care settings, and the needs of customers who access health and social care services.

## 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**

8 - 12 Weeks

**Awarding Body**

NCFE / CACHE / TQUK

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## Course Content

**Unit 1: Preparing to deliver customer service in health and social care settings**

In this unit, you will learn about customer expectations in health and social care settings, how self-awareness can be used to develop the skills, attitudes and knowledge for effective customer service in health and social care settings, how to represent a health and social care service in a positive way, and how feedback can help to improve the quality of a health and social care service.

**Unit 2: Effective communication for health and social care**

You will explore customer relationships in health and social care settings, different communication methods used in health and social care, the skills required to interact with customers in health and social care settings, and how to overcome barriers and adapt communication to meet the needs of different customers.

**Unit 3: Understand the specific needs of customers accessing health and social care services**

In this unit, you will learn about the range of specific needs of customers accessing health and social care services, how to provide a safe, welcoming and inclusive environment for diverse needs, and how to respond to the behaviour of customers that others may find challenging.

**Unit 4: Teamwork in health and social care settings**

In the final unit of this course, you will learn about the importance of effective teamwork in health and social care and how to deal with conflict within teams.

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