

Customer Service for Health and Social Care



success.



speed.



support.

Course Overview

This course is designed to help learners develop positive working relationships with customers in a health and social care setting, using effective communication.

Business Benefits

- Gives assurance that employees are well-trained
- Creates a more motivated and engaged workforce
- Gives employees a high standard of learning
- Furthers personal and professional development

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

Course Content

- Understanding customer expectations in health and social care settings
- How to identify the types of customers who interact with health and social care services
- Different communication methods used in health and social care settings
- How to provide a safe, welcoming and inclusive environment for diverse needs

What you will learn

- Preparing to deliver customer service in health and social care settings
- Effective communication for health and social care
- Understand the needs of customers accessing health and social care services
- Teamwork in health and social care settings

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 8-10 weeks.

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

Course Duration

8 - 12 Weeks

Awarding Body

NCFE / CACHE / TQUK