

PRINCIPLES OF CUSTOMER SERVICE

LEVEL 2 CERTIFICATE



Transforming lives by
improving skills, preparing for
jobs and building careers



CS-L2-2020-07



Course Delivery: Online



Guided Learning Hours: 200 hours



Typical Course Completion Time:
8 weeks (5h per day) or 40 weeks (5h per week)



Awarding Body: NCFE (601/7070/0) **ncfe.**



Course Fees: Fully funded for eligible learners*



Assessments: Internally assessed and externally quality assured portfolio of evidence

COURSE OVERVIEW

This qualification will provide you with the underpinning knowledge required by employers to work in a range of different environments in a customer service role. You will develop essential knowledge of how to carry out customer service related tasks such as how to manage information and support events. Once you have completed the qualification you will be able to apply your knowledge in a variety of industries and job roles.

BENEFITS

- Gain a fully funded, nationally recognised qualification.
- Boost your confidence and career prospects.
- Distance learning allows you to choose when and where you study.
- Personal Tutors are assigned to you to ensure you have the support needed to succeed.
- Improve your customer service and communication skills, quickly and easily.

EMBEDDED SKILLS

- Listening and communication skills
- Self Control
- Positivity
- Assertiveness
- Conflict resolution
- Empathy
- Depersonalisation
- Taking responsibility
- Humour

COURSE AIMS

On successful completion of this accredited programme, the participant will be able to:

- Develop essential knowledge of how to carry out customer service tasks, such as how to manage information and supporting events.
- Know how to apply knowledge in a variety of industries and job roles.



- Go Train has 20 permanent centres and over 200 staff.
- High quality online and offline training and development programmes.
- Supporting tens of thousands to enter and sustain employment since 2002.

*A UK resident or can provide Right to Work documents AND you are either unemployed, on benefits, low-waged or registered self-employed.



Education & Skills
Funding Agency



West Midlands
Combined Authority

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