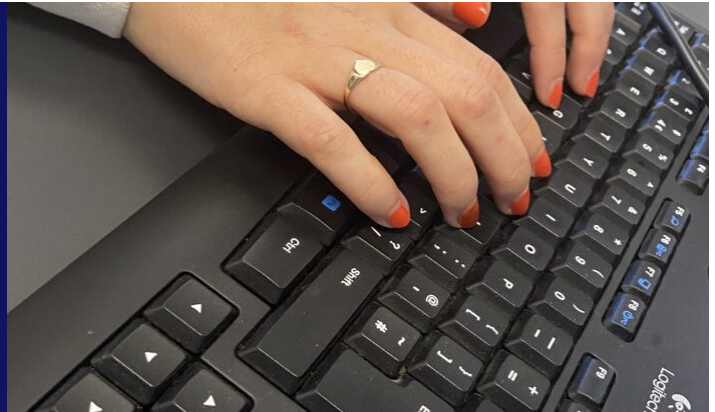


CERTIFICATE LEVEL 2

Principles of Customer Service

**START DATE**

Flexible

DURATION

180 GLH/18 weeks

LEVEL

Level 2

STUDY MODE

Part-time

AWARDING BODY

TQUK

This course introduces you to the field of customer service - the procedures, practices and legislation. You will also explore and consider your own needs and support that you require in order to make the progress within customer service roles. You will consider how organisations make customers aware of their products and services, and learn how to provide excellent customer service by meeting the needs and expectations of the customer.

Completion within 18 weeks, although early completion is achievable

Why study this 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 will I study?

The student will learn through the support of relevant materials for the course, with a knowledgeable tutor providing advice and guidance on the course content.

Units:

- Principles of customer service and delivery
- Understand customers
- Understand employer organisations
- Understand how to communicate with customers
- Understand how to handle customer information
- Understand how to resolve problems and deliver customer service to challenging customers
- Understand how to develop customer relationships

What can I do after this course?

You may wish to complete another distance learning course such as Principles of Business Administration. Apprenticeship Routes: Level 2 Customer Service Practitioner or Level 3 Customer Service Specialist.

Entry requirements

No specific entry requirements, however good written English is desirable.

Assessment

The course is delivered via distance learning, supported by a range of interactive online resources. Work is assessed by the tutor throughout the programme from induction to completion.

Visit this course on our website: <https://www.selby.ac.uk/courses/principles-of-customer-service-certificate-level-2>

For further information please contact the college: <https://www.selby.ac.uk/contact>

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