



Certificate in Principles of Customer Service

Level 2

Who is the course for?

This nationally recognized qualification provides the underpinning knowledge required by employers for staff working in a customer service role

What are the benefits of doing this course?

The course covers the principles of customer service, effective delivery of service, legal and ethical requirements, different types of customer, the value of customer loyalty, and different types of employer organisation.

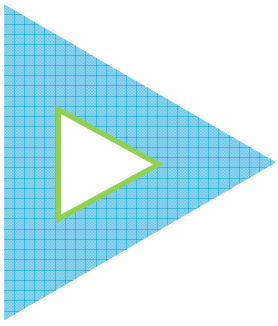
It will also look at the importance of effective communication, language and non-verbal signals as well as the benefits, limitations and data protection implications of written communication.

Course content

The Level 2 Certificate in Principles of Customer Service comprises nine sections across two module workbooks as follows:

- ▶ Principles of customer service and delivery
- ▶ Understanding customers
- ▶ Understanding employer organisations
- ▶ Research and development activities
- ▶ Ways to communicate with customer
- ▶ Developing customer relationships
- ▶ Resolving problems and delivering customer service to challenging customers
- ▶ Developing working relationships with colleagues
- ▶ Case study and scenario development activities





Progression opportunities

By undertaking this programme, candidates will be able to further their own continuous professional development, which may improve their career prospects.

Course delivery and assessment

The programme enables learners to complete the course in their own time, and all study material and resources are provided. Learners have access to a tutor and the programme is marked based on modular assessment. There is also the opportunity to work through a series of reflective activities designed to reinforce the learning.

Entry requirements

Learners should be aged 18 and over but otherwise there are no specific entry requirements for this programme.

For further information contact

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