

# **Customer Service Principles - Level 2 Certificate (NCFE)**

This qualification aims to provide you with the underpinning knowledge that is required to work in a range of different environments in a customer service role. The objectives of this qualification are to help you to develop essential knowledge of how to carry out customer-based tasks such as how to communicate and develop relationships with customers as well as knowing how to apply their knowledge in a variety of industries and job roles.

This qualification provides the underpinning knowledge required by employees to work in a range of customer service roles. You will have essential knowledge of how to carry out tasks such as developing relationships with customers and colleagues.

You can enrol on our FREE distance learning courses from the comfort of your own home, with all workbooks and assessments available online with the help of your tutor who will be assigned to support you throughout your training. All you'll need is a computer (laptop or PC, Windows, or Mac), tablet and access to the internet.

Awarding body: NCFE/CACHE

Duration of course: 2-3 Months

Guided learning hours: 180

## **WHAT WILL I STUDY?**

To be awarded the Level 2 Certificate in Principles of Customer Service, learners are required to successfully complete 3 mandatory units and 4 optional units:

- Unit 01 – Principles of customer service and delivery
- Unit 02 – Understanding customers
- Unit 03 – Understand employer organisations
- Unit 04 – Understand how to communicate with customers
- Unit 08 – Understand how to resolve problems and deliver customer service to challenging customers
- Unit 10 – Understand how to develop customer relationships
- Unit 13 – Understand how to develop working relationships with colleagues

## **WHAT WILL I NEED?**

**Time:** This is an online course that you can work on at your own pace. You will be allocated a tutor to provide you with online guidance and support.

**Duration:** This course typically takes 2 - 3 months to complete

**Venue:** Online

To enrol with us you must live in London or a non-devolved area of England and:

- Be aged 19 or over
- Be able to provide a British or Irish Passport with three years' residency in the EU/EEA or
- Have a European Union Settlement Scheme residence (EUSS) with three years' residency in the EU/EEA and UK and have lived in the UK prior to 31 December 2020 or
- Have a biometric residence card permitting study in the UK along with having lived in the UK for the at least the last three years and
- Be able to provide current proof of JSA, IS, UC or ESA or proof of salary

You will be contacted and asked to complete a short English assessment and enrolment, online or at the college.

## HOW WILL I BE ASSESSED?

You will be assessed on the units mentioned in the 'what you will learn' section.

## WHAT CAN I DO AFTER?

The qualification can support progression to further sector-specific training and qualifications for the following types of roles:

- Travel and Tourism
- Sport and Recreation
- Retail
- Arts, Media and Publishing
- Health, Public Services and Care
- Engineering and Manufacturing Technologies

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