

Customer Service Certificate level 2

Course Overview

Deliver exceptional customer service, each and every time, with this leading qualification. Customer service is one of the most important factors in ensuring customer retention and repeat custom. Our level 2 Certificate in Customer Service (RQF) has been designed to give you the knowledge and understanding needed to deal with customers daily as part of your job role. Ideal for those preparing for employment or supporting those new to customer service, this nationally recognised qualification is relevant to a variety of work sectors and covers effective customer service and supporting the customer service environment.

What you will learn

Topics covered on this course include: - The principles of customer service - Understanding how customer needs and expectations are formed - Understanding principles of responding to customers' problems or complaints - Identifying the interpersonal and team working skills required in the customer service environment - Identifying the legislation which supports the customer service process - Applying the practical skills required to deliver effective customer service - Demonstrating how to meet customer needs and expectations - Communicating effectively with customers - Applying customer service improvements and develop self

Entry Requirements

This is a level 2 course and applicants are expected to have a good level of literacy i.e. you can write English to a good standard. However, we welcome all applications and are happy to have an informal chat with anyone concerned about their level of literacy and offer appropriate support if needed.

How you will be assessed

You will complete a variety of learning and assessment activities that may include discussions, and practical and written tasks that will be formally assessed by your tutor to create a portfolio of written evidence.

Course Fees

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Course Progression

On completion of this award, your tutor will be able to provide advice and guidance on other online or distance learning courses, or classroom-based programmes. For more detailed advice and guidance about future steps, you can make an appointment with one of our qualified careers advisers who can support you to find the most suitable career path for you and to make the most of your skills and qualifications.

What Happens Next

Apply online via the College website. You will then be invited to a pre-course information session. For applications via JCP, please let your Work Coach know. Subject to individual eligibility and type of benefit, the vast majority of courses are FREE to people in receipt of an employment-related benefit JSA, Universal Credit or ESA (Employment and Support Allowance).

Course Details

Course Code	P00331
Start Date	Various
Study Hours	Part Time
Duration	1 week
Campus	City Skills Centre
Level	2

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