

NCFE Level 2 Certificate in Principles of Customer Service



Course Code F15DV99A

Free

Who is this course for?	Working in customer service is an exciting, target oriented and lively employment area. This qualification will provide learners with the underpinning knowledge required by employees to work in a range of different environments within a customer service role. You will develop essential knowledge of how to carry out customer service tasks, including how to manage information and supporting events and demonstrating how to apply knowledge in a variety of industries and job roles. This course will benefit learners interested in working in the following areas; travel and tourism, sport leisure and recreation, health, care and public services, retail, manufacturing and arts, media and publishing. It is also particularly useful for people interested in the voluntary and community sectors. This course is suitable for learners who are over 19 years of age, who have been resident in the EU for a minimum of 3 years.
How do I enrol?	To apply for this course online at www.oucoursesouthwest.co.uk and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.
Entry requirements	Having confidence in maths and English will help you to achieve. This will mean that you either have Level 1 Maths and English achievement (or higher) or can demonstrate through a short Initial Assessment that you can work at this level.
Course aims	This qualification aims to provide learners with knowledge required to work in a range of different environments within a customer service role. Learners will develop knowledge of how to carry out customer service tasks and apply their knowledge in a variety of industries and job roles.
Qualification	NCFE CACHE Level 2 Certificate in Principles of Customer Service The units included are designed to build confidence in approaching customers in a variety of different ways. Principles of customer service, understand customers, understand employer organisations, understand how to communicate with customers, how to develop customer relationships, how to resolve problems and deliver customer service to challenge customers, how to develop working relationships with colleagues.
How will the course be delivered?	This course will be delivered via an online learning, self-study programme.
How will I know I'm making progress?	You will receive regular feedback from an assessor following completion and submission of individual units. You will also receive weekly updates of progress as well as any outstanding items.
Will I need to study or practise outside the classroom?	This is a flexible E-Learning course and learners are expected to plan and manage their time when they study for this qualification. It is expected that learners will complete in 20 weeks and that the study time will be approximately 5 hours per week.
What will I need for the course?	A laptop or desktop computer with internet access is required for completion of coursework and home learning.
Progression	Learning Advisors will be happy to provide you with information of what progression is available. Visit our website at www.oucoursesouthwest.co.uk or contact us on 01752 660713 to make an appointment.
Career opportunities	Travel and tourism, Sport, leisure and recreation, retail, health and public sector, care, engineering and manufacturing, arts, media and publishing.

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency and can be used to match funding for ESF. It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Room numbers are subject to change - please check when you arrive at the venue.

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