

Level 2 Certificate in Principles of Customer Service (Online)

Ofsted Outstanding Provider

Course Level: Level 2

Campus: Newcastle

Subject Type: Accounting, Business, Travel & Legal

Course Overview:

Grow and develop your transferable skills with this FREE and online Customer Service qualification.

Studying this course will give you the underpinning knowledge that is required by employees to work in a range of different environments within a customer service role.

What's Covered:

The purpose of the qualification is to develop learners' knowledge and understanding relevant to working in a customer service environment.

Learners must achieve all 3 mandatory units and a minimum of 4 optional units.

Mandatory Units

- Understanding customers
- Principles of customer service
- Understand employer organisations

Optional Units

- Understand how to communicate with customers verbally and in writing
- Understand how to communicate with customers using the telephone
- Know how to process information about customers
- Understand delivery of online customer service
- Understand how to resolve customer service problems and challenges
- Know how to handle objections and closing sales
- Understand how to develop customer relationships
- Understand how to process and follow up sales orders
- Principles of equality and diversity in the workplace
- Know how to develop working relationships with colleagues

Entry Requirements:

There are no formal entry requirements for this course, however you should have a good level of reading and writing skills.

Assessment Information:

The course consists of a number modules delivered online through the skills network platform, therefore laptop / tablet and internet connectivity is essential.

Fees and Financial Support:

This course is FREE to adult learners aged 19+ who have been a UK/EU Resident for 3 years or more.

Progression:

Learners could progress onto the Level 3 Customer Service qualification or consider an Access to HE or HNC Business route.

How do I find out more?

Please contact adult.education@nscg.ac.uk for further information