



# TQUK Certificate in Principles of Customer Service

**Ofsted**  
Outstanding  
Provider

Course Level: Level 2

Campus: Both

Subject Type: Accounting, Business,  
Esports, Computing & Travel

## 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:

This qualification aims to provide learners with the underpinning knowledge that is required by employees to work in a range of different environments within a customer service role.

The objectives of this qualification are to help learners to:

- develop essential knowledge of how to carry out customer service tasks, such as how to manage information and supporting events
- know how to apply their knowledge in a variety of industries and job roles

## Entry Requirements:

There are no specific entry requirements however learners should have a suitable literacy and numeracy skills to a level two programme.

## Assessment Information:

This qualification consists of 3 mandatory units:

- Principles of customer service and delivery
- Understand customers
- Understand employer organisations
- Plus some choices of units

## 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 on to the Level Three Customer Service qualification of potentially an Access to HE or HNC Business route.

## How do I find out more?

Please contact [adult.education@nscg.ac.uk](mailto:adult.education@nscg.ac.uk) for further information