

NCFE Level 2 Certificate in Principles of Customer Service (QCF 13 Credits)

What are the specific details?

Duration	You have up to eight weeks to complete the course.
Venue	Run via distance learning and can therefore be fitted around work and personal life.
Cost	Free (fully government funded)*.

This qualification provides the knowledge and understanding of how to deliver excellent customer service, which can be used across all sectors and work environments. It will help to improve job performance and develop the skills necessary to be an effective customer service provider.

Who is this course suitable for?

This course is suitable for anyone working in a variety of customer service settings. For example call centres, sales teams, the hospitality industry, medical reception, front of house in business and banking, and travel & tourism.

Do I need any experience?

There are no specific recommended prior learning requirements for this qualification.

How is the course delivered?

The programme is delivered online by a range of assessments. These are assessed by the tutor throughout the programme from induction to completion.

What will I gain from this course?

You will gain the NCFE Level 2 Certificate in Principles of Customer Service (QCF 13 Credits).

What will I learn?

Learners are required to undertake the following units:

- Unit 1 Principles customer service and delivery
- Unit 2 Understand customers
- Unit 3 Understand employer organisations
- Unit 4 Understand how to communicate with customers
- Unit 8 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

*Learners must be 19 years+ and have lived in the UK/EU for 3 years.

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

✉ business.solutions@gbmc.ac.uk

🌐 www.gbmc.ac.uk/employers

📍 **Northbrook Metropolitan College**, Business Solutions,
17 Liverpool Gardens, Worthing, West Sussex, BN11 1RY