

## **Level 2 Customer Services – Duration 21 weeks**

The free distance learning Level 2 Customer Services course will provide learners with the underpinning knowledge that is 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, such as how to manage information and supporting events and know how to apply this knowledge in a variety of industries and job roles.

Some of the units you will study on this course are:

- Principles of Customer Service and Delivery
- Understanding Customers
- Understanding employer organisations

## **What you will learn**

On the free distance learning Level 2 Customer Service course, you will learn the following units:

- Unit 01: Principles of customer service and delivery
- Unit 02: Understand customers
- Unit 03: Understand employer organisations

Optional units (4 required)

- Unit 04: Understand how to communicate with customers
- Unit 05: Understand hoe to communicate with customers using the telephone
- Unit 06: Understand how to handle customer information
- Unit 07: Understand how to deliver customer service online
- Unit 08: Understand how to resolve problems and deliver customer service to challenging customers
- Unit 09: Understand how to handle objections, promote additional products or services and close sales
- Unit 10: Understand how to develop customer relationships
- Unit 11: Understand how to process sales orders and provide post transaction customer service
- Unit 12: Principles of equality and diversity in the workplace
- Unit 13: Understand how to develop working relationships with colleagues

## **Entry Requirements**

Due to the nature and course delivery of distance learning we require all applicants to hold a minimum of English Literacy Level 1 or equivalent.

If you are between 19-23 years of age you must also have already achieved a full level 2 qualification (or higher) or 5 GCSE Grades A\*-C/Grade 9-4.

We will require evidence of this in order to receive funding for you.

If you are unsure of your level of literacy, please let us know.

### **How is it Assessed**

Each candidate is required to give written responses to questions, which will be submitted to a qualified script marker to assess. These responses can either be handwritten in the assessment booklets or typed using our fully online Eassessor platform. Candidates are issued with workbooks or online materials to assist with assessments if required

You will be required to submit 7 assessments each taking 3 weeks to complete.

### **Certification**

Upon completion, you will receive an electronic certificate, which will be sent to you via email. A paper certificate can be issued upon request.

### **Course Documents – available on the learning platform**

### **Important Information**

This course is currently being subsidised by the college and is, therefore, free of charge at present UNLESS you fail to complete it; in which case you will be liable to pay £85 to cover the cost of materials.

Courses are fully funded subject to learner eligibility and changes in government funding. Please don't hesitate to contact us if you wish to discuss the eligibility criteria otherwise, we will confirm eligibility upon receiving your application.

### **Awarding Body Information**

**For further information about the course specification please visit the awarding body's website [www.ncfe.org.uk](http://www.ncfe.org.uk) and search using the course code: 601/7070/0 or [Qualification Search | NCFE](#)**