



Global Training Centre

101, Lockhurst Lane, Coventry, CV6 5SF

Course Name	Level 2 Certificate in Principles of Customer Service
Qualification achieved	TQUK Level 2 Certificate in Principles of Customer Service (RQF) 603/2995/6

Course Structure
<p>This course is completed as a distance learning qualification by:</p> <ul style="list-style-type: none">• Individual research at home under the guidance of your personal assessor• Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor <p>This is no observation of practice required at your place of employment by your assessor required to complete this course.</p> <p>There are no exams required to achieve the qualification</p>
Course Duration
<p>This course can be completed in as little as 8-13 weeks. Average learning time is 180 hours. This course has a limit of 6 months to complete from enrolment date.</p>
Costs
<p>This course is non funded and costs £120 to undertake. We are able to offer an instalment plan to those that require it but release of certification is not possible until the cost of the course is paid in full.</p>
Who can enrol for this course?
<p>Must be aged 16+. Anyone who is employed. Anyone with pending employment in any sector. Anyone who works in roles where providing customer service may be expected.</p>
Entry requirements
<p>There are no specific entry requirements however learners should have a minimum of level 2 in literacy and numeracy or equivalent.</p>
Who is this course suitable for?
<p>This course is designed for</p> <ul style="list-style-type: none">• All workers who use customer service as part of their work role• Any worker wishing to move into a customer service role• Any employed worker regardless of sector who may benefit from customer service skills
Certification
<p>Upon successful completion of this course you will be issued with a hard copy of your certificate.</p>

What will I learn by taking this course

This course has 3 mandatory units

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

Learners must also choose 4 optional units from Group B below

Optional Group B

- Know how to develop working relationships with colleagues (Credit Value 2)
- Know how to handle objections and closing sales (Credit Value 2)
- Know how to process information about customers (Credit Value 2)
- Principles of equality and diversity in the workplace (Credit Value 2)
- Understand delivery of online customer service (Credit Value 2)
- Understand how to communicate with customers using the telephone (Credit Value 2)
- Understand how to communicate with customers verbally and in writing (Credit Value 2)
- Understand how to develop customer relationships (Credit Value 3)
- Understand how to process and follow up sales orders (Credit Value 3)
- Understand how to resolve customer service problems and challenges (Credit Value 5)

The benefits of taking this course will provide you with the knowledge and understanding of

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

- Understand different types of customers
- Understand the value of customers and their loyalty
- Understand customer service
- Understand how legal and ethical requirements relate to customer service
- Understand how to deliver effective customer service
- Understand the management of customer service information
- Understand customer service delivery
- Understand the relationship between customer service and a brand
- Understand organisational structures
- Understand the organisational environment

You will have an understanding of aspects of customer services in line with your choice of the optional units.