



# Global Training Centre

## 101, Lockhurst Lane, Coventry, CV6 5SF

Course Name	<b>Level 2 Certificate in Working with customers in Health and Social Care</b>
Qualification achieved	TQUK Level 2 Certificate in Working with customers in Health and Social Care (RQF) 603/3940/8

<b>Course Structure</b>
<p>This course is completed as a distance learning qualification by:</p> <ul style="list-style-type: none"><li>• Individual research at home under the guidance of your personal assessor</li><li>• Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor</li></ul> <p>There is no direct observation of you in practice required to achieve this qualification There are no exams required to achieve the qualification</p>
<b>Course Duration</b>
This course can be completed in as little as 3 weeks. Average learning time is 102 hours. This course has a limit of 3 months to complete from enrolment date.
<b>Costs</b>
This course is non funded and costs £150 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.
<b>Who can enrol for this course?</b>
Must be aged 16+. Anyone who is employed in the health care sector. Anyone with pending employment in the health care sector.
<b>Entry requirements</b>
There are no specific entry requirements
<b>Who is this course suitable for?</b>
This course is designed for <ul style="list-style-type: none"><li>• health care workers</li><li>• Individuals working in Health and social care who provide customer service, i.e. Admin staff, Kitchen Staff, Housekeepers, Receptionists</li><li>• Individuals wishing to move into a career working in Health and Social Care but not necessarily or specifically as a care worker.</li><li>• Individuals who work a care setting who may come into contact with suppliers or visitors</li></ul>
<b>Certification</b>
Upon successful completion of this course you will be issued with a hard copy of your certificate.

#### What will I learn by taking this course

This course has 3 mandatory units

- Improving customer service
- Principles of working with customers in the Health and Social Care sector
- Understand customers in the health and social care sector

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

- This qualification aims to prepare learners with the knowledge required to work with customers in the health and social care sector.
- Understanding the term customer and how it relates to the service delivery
- Understanding how to promote positive customer relationships.
- Understand the principles of communication in the context of a health and social care setting.
- Understand the importance of communication in relation to the customer in a health and social care setting.
- Understand how teamwork plays a crucial role in meeting customers' expectations in the context of health and social care.
- Understand relationships in the context of a health and social care.
- Understand customers that access health and social care services.
- Understand customer expectations.
- Understand how to take care of customers who demonstrate behaviour that challenges.
- Understand how feedback can be used as a tool to improve services.
- Understand how to reflect on your own performance with the aim of improving your customer service skills.
- Understand how the health and social care environment can be modified to meet the needs of customers.