



NCFE LEVEL 2 CERTIFICATE IN PRINCIPLES OF CUSTOMER SERVICE

Aims and objectives of this qualification

This qualification is suitable for learners who are returning to work, preparing for the workplace, or upskilling in their current role. This versatile qualification aims to provide learners with the underpinning knowledge that is required by employees to work in a wide range of sectors and different environments within a customer service role.

This qualification aims to:

Assist learners to develop the knowledge, understanding and essential skills employers look for in employees. These range from familiar 'key skills' such as team working, independent learning and problem solving, to more tricky-to-measure skills such as:

- An appreciation for appropriate behaviour and dress
- Appropriate interpersonal skills
- Communicating with professional colleagues/peers and/or hierarchical seniors
- Supporting other aspiring employees
- Personal manners and deportment
- Understanding work practices and how different roles and departments function within an organisation.

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.

There are eight units covered on this course:

Unit 1: Principles of customer service and delivery

Unit 2: Understand customers

Unit 3: Understand employer organisations

Unit 4: Understand how to communicate with customers

Unit 5: Understand how to resolve problems and deliver customer service to challenging customers

Unit 6: Understand how to develop customer relationships

Unit 7: Principles of equality and diversity in the workplace

Unit 8: Understand how to develop working relationships with colleagues

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HS
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Entry Requirements:

This qualification is open to candidates or customers who are 19+ and who are in receipt of one of the following benefits - **JSA, Universal Credit, ESA WRAG, Income Support.**

Candidates will also be required to undertake a Literacy Assessment in order to ascertain their competency (usually Level 1 Literacy) with regards to completing a portfolio of work successfully.

Assessment:

The **NCFE Level 2 Certificate in Principles of Customer Service** is internally assessed and externally quality assured.

Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in the qualification. Each learner must create a portfolio of work providing evidence generated from appropriate assessment tasks which demonstrates achievement of all the learning outcomes associated with each unit.

Delivery:

Usually delivered as a classroom-based course, the Customer Service Course is currently being offered to groups as an interactive online tutor-led programme. HSDC will resume classroom-based courses once it is safe to do so.

Further Information:

Employment Support
HSDC
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www.hxdc.ac.uk/employment-support