

Principles of Customer Service Level 2

Module Goals

The Principles of Customer Service provides learners with underpinning occupational knowledge and skills as well as wider knowledge and skills to support learners' employability and career progression in the sector. The qualification is suitable for learners who may be seeking work within the customer service sector or who may already be employed in a customer service or cross-sector service-related role.

It gives learners the opportunity to:

- develop occupational knowledge and skills in communicating with customers, handling customer problems, supporting customer service improvements and direct selling
- develop knowledge and skills that support employability and career progression, including personal development, health and safety at work, rights and responsibilities at work and understanding employer organisations

Module Chapters

1. Customer Service Principles
2. Understanding Customer Service Delivery
3. Communicating with Customers
4. Employee Rights & Responsibilities
5. Understanding Employer Organisations

Additional Course Information

Estimated learning time: 112 hours

Course style: Online module with written assignments

Exam: No exam, portfolio based

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Progression Options

Certificate IT User Skills (ECDL Extra)

Word Processing Level 2

Spreadsheets Level 2

Presentations Level 2

Improving Productivity Level 2

Functional Skills Maths & English Level 2

Databases Level 2

Emergency First Aid at Work Level 3

Health & Safety in the Workplace Level 2

Principles of Business Administration Level 2



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