

## Level 2 Certificate in Principles of Customer Service

(Online)

This qualification enables learners to develop existing skills and gain knowledge of key areas for efficient customer service, such as communicating with customers and handling customer information.

This course is suitable for anyone who is interested in customer service, and those who are hoping for career progression or employment opportunities in the customer service industry.

### Key Information

Level	2
Duration	8-12 weeks
Delivery	Fully online
Timings	TBC
Cost	Free, subject to meeting entry requirements

#### Entry requirements

HCUC Apprenticeships and Skills has to give priority to applicants who are in receipt of the four main benefits: Job Seekers Allowance, Employment Support Allowance, Universal Credit, Income Support. Training is free for people with Right to Work in the UK, proof of ID, learners or their spouses must have been a resident in UK/EU for the last 3 years. To be eligible whilst working, those living inside the Greater London Area need to earn less than £21,547.50

To access this course you will need:

- Basic understanding in ICT
- English literacy proficiency at Entry Level 3 or above

### Choose a Trusted Provider



Improve your conflict resolution and problem solving skills



Gain necessary knowledge to provide good customer service



Understand the requirements and responsibilities of handling sensitive information



Understand your customers and build relationships to meet customer

 01895 853653 / 07956 358630  
 [gstrachan@hcuc.ac.uk](mailto:gstrachan@hcuc.ac.uk)  
 [www.hcuc.ac.uk/jobseekers](http://www.hcuc.ac.uk/jobseekers)  
 @HCUCSkills



**Apprenticeships & Skills**  
Harrow College & Uxbridge College

## Who is it for?

This qualification is ideal for anyone who is currently working in a customer facing role, or anyone who is looking to get a job where the role involves customer service knowledge as a key component of the position.

## Benefits of this course

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the customer service industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed.

## Course Content

### Unit 1: Principles of customer service and delivery

This unit will provide you with the fundamental knowledge and understanding needed to work in a customer service role. You will develop knowledge of the legal and ethical requirements that relate to customer service and maintaining customer service information.

### Unit 2: Understand customers

Within this unit you will develop knowledge of the different types of customers. You will also study the links between good customer service and customer loyalty, as well as how these factors affect the organisation in terms of reputation and image.

### Unit 3: Understand employer organisations

Here you will look at a variety of organisational structures and the differences between private, public and voluntary sectors. You will discover the internal and external influences on organisations, and why change in the business environment is important.

### Unit 4: Understand how to communicate with customers

Within this unit you will gain a thorough understanding of the importance of effective communication in customer service. You will look at different communication techniques and how to identify and adapt your own communication style in order to offer the best service possible.

### Unit 5: Understand how to handle customer information

This unit will provide you with knowledge of customer service information systems and handover procedures. You will learn about the different responsibilities and levels of authority for processing customer service information.

### Unit 6: Understand how to resolve problems and deliver customer service to challenging customers

This unit will provide your employees with the knowledge needed to handle challenging customers. They will develop techniques to resolve problems and manage unresolved problems by referring to other sources.

### Unit 7: Understand how to develop customer relationships

Within this unit you will gain an understanding of how to develop relationships with customers or potential customers. You will also study the value of customer loyalty and the customer's expectations of you.