Level 2
Customer Service

What is it?
Qualification Overview

This course is designed to develop your knowledge and practical skills in delivering excellent customer service across a range of sectors. By completing this qualification, you will gain the confidence and competence to communicate effectively with customers, resolve issues, and support business objectives. It also provides a foundation for progression into further customer service or business-related qualifications and employment.

What To Expect
Unit Breakdown

Unit	Mandatory Units
1	Understand the Principles of Customer Service
2	Develop Skills to Communicate With Customers
3	Understand How to Handle Complaints and Resolve Issues
4	Understand the Role of Personal Development and Reflective Practice

How Is It Delivered
Learner Journey

- IAG Sessions Tailored to Your Goals.
- 1-2-1 Skills Coach Support
- Interactive Sessions
- Assessments & Feedback
- Feedback & Reflection

Where Could It Take You?

Relevant Job Sectors

- Health & Social Care
- Business
- Education
- Public Sector
- Retail
- Voluntary

Your Next Steps

Progression & Career Support

Throughout the course, our team will work with you to understand your goals and identify the progression route that is right for you. You'll receive guidance on employment opportunities, further study and advanced qualifications, helping you build confidence and take your next step towards a career in customer service or a related sector.

Explore Your Options

How You Can Progress

- Employment Opportunities
- Further Study
- Higher-Level Qualifications
- Career Development

Get In Touch

Find Out More

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