



Certificate in Customer Service Level 2

Duration: 8 days
Accreditation: NCFE

Introduction/Summary

This NCFE certificate will help develop learners understanding of Customer Service techniques in the workplace. The course duration is a total of 8 half days over 3 weeks.

The qualification gives an understanding of effective customer service skills and how to support the service environment. Attendees will develop valuable transferable skills which employers can draw on to support an effective work environment. This qualification will generate customer-friendly attitudes around the workplace and will support learners progression in employment, or further learning.

It is delivered through trainer led online sessions, with additional research and study by attendees. The qualification is achieved through completion of two multiple choice tests with 100% of the qualification focusing on improving customer service and how to communicate effectively with customers.

Qualification Structure

The NCFE Level 2 Certificate in Customer Service mandatory units;

- Delivery of effective customer service
- Supporting the customer service environment

Outcomes

- Understand how customer needs and expectations are formed
- Understand principles of responding to customers problems or complaints
- Be able to identify the interpersonal and team working skills required in the customer service environment
- Know the practical skills required to deliver effective customer service
- Be able to recognise the legislation which supports the customer service process

Accreditation

This series of workshops is accredited by NCFE.

To gain accreditation delegates will be required to successfully complete two multiple choice tests

Requirements

There are no formal entry requirements.

Progression

- Level 2 Customer Service Practitioner Apprenticeship Standard
- Level 3 Customer Service Specialist Apprenticeship Standard



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