

Level 2 Certificate in Customer Service

Our new qualification enhances Customer Service in Healthcare, which will support you when you are dealing with residents, families, patients and internal and external customers within the the Health and Social Care environment. You can achieve a nationally recognised Level 2 qualification.

- Improve patient, family and customer experience.
- Further your personal and professional development.
- Gain positive working relationships.
- Improve your skills in service delivery.
- Increase service standards.
- Learn at a time that suits you without the need to attend college.

Start Date: 01 August 2025
Start Time: 08:00
Lessons: 2
Weeks: 2
Hours: 2.00

Venue

Distance Online Learning
Learning Curve

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What will I learn on this course?

Effective communication for health and social care.
Understand the specific needs of customers and patients accessing health and social care services.
Team work in health and social care settings.

Is this course suitable for me?

This course is suitable for those interested in working in the care sector or those interested in developing their skills surrounding customer care.

Is there anything I need to know about this course?

This is an online course. An initial assessment is required prior to enrolment.

What could I go on to do after this course?

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. <https://nationalcareersservice.direct.gov.uk>

If you need further advice please telephone 01634 338400.

Attendance Policy

This course will need to be completed by the end date, which is in 12 weeks.

How are digital skills used and enhanced?

IT/ Digital skills are fully embedded within the course as it is online.
The course is entirely delivered online through workbook learning and access. Learners will need to have access to a good internet connection and a computer. Learners will also need good IT skills. If learners are interested in developing their IT skills further, we have a number of Digital Skills courses available that may help.
The courseware is a pdf booklet that learners will read and then learners can go onto the website and answer questions to demonstrate their understanding. Learners may wish to print the booklet, but this is not necessary.
You will need to access YouTube to watch listening skills in action.

Health and Safety

Learners are encouraged to work safely. Poor positioning of equipment can lead to Repetitive Strain Injury (RSI). Discover more about safe ways to work with computer equipment here:
<https://www.bbc.co.uk/bitesize/guides/zkyg87h/revision/1>

E-Learning Etiquette

Please make sure you and everyone at home are fully dressed when you are joining classes online, and that no personal information (address, bank details) can be seen.