

LEVEL TWO CERTIFICATE IN CUSTOMER SERVICE

Train for Job Opportunities in the Customer Services Sector

Who is this course suitable for?

This qualification will support work opportunities within the Customer Services industries especially for those whom have frequent direct contact with internal and external customers.

This course is suitable for those candidates who are actively seeking employment, who are in receipt of benefits or who have been made redundant or under notice or threat of redundancy.

Do I need any experience?

No experience needed, however prior or current experience or knowledge of dealing with customers will benefit attendees to complete set assignments.

What will I gain from this course?

All attendees will receive a Level 2 EdExcel Certificate in Customer Service upon completion of all modules offered in the programme.

What progression and career opportunities will this lead to?

This course could lead on to further training in :-

- > Level 3 Award and Certificate in Customer Service

Future Career Path Options could include:-

- > Customer Service, Front of Desk, Complaints Department, Customer Service Roles in Retail, Business, Hospitality, Contact Centres, Leisure industries.

What are the specific details of this course?

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|---------------------------------|----------------------------------|
| > Venue College venue | > Duration 2 – 5 weeks |
| > Times 9am to 5pm | > Cost Free |



What will I learn on this course?

You will gain proof that you have the right skills to do your job well – which is why so many employers look for people who have this qualification. You can be confident that your qualification is well respected within your industry.

The course consists of three units;

- > Understanding Good Customer Service
- > Delivering Effective Customer Service
- > Planning for Self Development in Customer Service



How do I get further information?

To arrange for an interview from one of our experienced staff please contact our Customer Service Team via email or text. Alternatively, visit our Business Development Centre in person and speak directly to a member of the Customer Service Team. Your local Jobcentre Plus Advisor can also refer you for an interview with us.

☎ (01903) 606 114 ✉ business.solutions@nbcoll.ac.uk

📍 Business Solutions @ Northbrook, 17 Liverpool Gardens, Worthing, West Sussex, BN11 1RY