

## DL - Level 2 Certificate in Principles of Customer Service

### Course Code

DIS/CUSTS/23/1/OL

### Time and duration

Start Date:

Start Time: 00:00

Weeks: 0

### Location

Online

Online

ZZ99 9ZZ

### Duration

You will be allocated 24 weeks to complete this qualification as an online, home study approach

### Course Description

This course provides you with the key skills and behaviours necessary to provide outstanding customer service. You will learn how to make each customer feel important and develop the confidence to successfully handle a range of different situations. You will learn about effective delivery of services, legal and ethical requirements, different types of customers and the value of customer loyalty. You will develop your existing skills and gain knowledge of key areas for efficient customer service, communicating and handling customer information. This course is suitable for anyone who is hoping for career progression or employment opportunities in the customer service industry.

### Topics Covered

Principles of Customer Service and Delivery

Understand Customers

Understand Employer Organisations

Understand How to Communicate with Customers

Understand How to Develop Customer Relationships

Understand how to Resolve Problems and Deliver Customer Service to Challenging Customers

Understand how to Develop Working Relationships with Colleagues

### How Will I Be Assessed

You will be allocated a user name and password to log onto the system to upload your work. You will be allocated an assessor who will provide you with regular feedback digitally on the work that you upload. However, you can request a 1:1 if you feel this would be beneficial

## Is There Any Entry Requirement

No, but you will be required to undertake a short initial assessment. You need to be aware this is level 2 course and as such deals with content at that level, therefore a good standard of literacy is required.

## Eligibility Criteria

There are no costs for this course. But you do need to be age 19+, have lived in the EU for 3 years and be a Liverpool City Region resident

## How Do I Enrol

To find out more or to book a place on the course please contact:

Adult Learning Services 0151 511 7788

Email: [adult.learning@halton.gov.uk](mailto:adult.learning@halton.gov.uk)