

Online Level 2 Certificate in Principles of Customer Service

Course Code: CQ5L2CC

Level: 2

Type: Part Time

Various - Various (VAR)

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15 Week(s)

Online

0 (Funded Course)

Need to speak to us about a course?

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trainingtalent@camre.ac.uk

Apply Here:

https://www.camre.ac.uk/course/pdf/CQ5L2CC/

About the course

Looking to learn the basic principles of good customer service? This qualification provides the knowledge and skills required by employers to work in a range of different environments in a customer service role. Develop essential knowledge of how to carry out customer service related tasks such as how to manage information and support events. Once you have completed the qualification you will be able to apply your knowledge in a variety of industries and job roles.

When you click 'Apply Now' you will be taken to an external site, you may be required to search for this course using the navigation tools, once found you can click 'Apply now' and start your application.

Progression and career opportunities

This accredited qualification not only supports in developing your knowledge of a specific topic but also supports you in building your CV, employability and career progression opportunities.
On completion of the course you will receive a certificate along with newly developed knowledge and skills.

Entry requirements

To enrol on one of our fantastic courses you will need to be able to access a laptop or PC with internet access.
Courses are fully funded subject to learner eligibility although you must complete an English initial assessment to ensure this type of delivery is the right one for you.
Please note that you will be liable for a £100 administration fee should you choose to not complete your qualification upon allocation of your tutor.

Assessment

Assessments are in the form of questions requiring varying levels of detail in response and are required to be submitted via the online platform to meet the qualification criteria. You will be set deadlines by your tutor for the submission to ensure you achieve before your funding runs out so it's important to keep to these. Your tutor will provide constructive feedback on your progress with assessment to support with your understanding of the qualification content.

Finance and Funding

Up To and Including Level 2 Funding

This course is fully funded, free, for learners who are aged 19 and above and earn below £25,000, or below £30,491 and live in the Cambridgeshire and Peterborough Combined Authority area.

Disclaimer
Whilst every effort is made to ensure the information is correct, some details may be subject to change. Cambridge Regional College reserves the right to make amendments to the courses, dates, fees or other details, and to make cancellations or changes if numbers are insufficient.