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# Level 2 Certificate in Principles of Customer Service



## Course overview

**This qualification enables learners to develop existing skills and gain knowledge of key areas for efficient customer service, such as communicating with customers and handling customer information.**

This course is suitable for anyone who is interested in customer service, and those who are hoping for career progression or employment opportunities in the customer service industry.





# Level 2 Certificate in Principles of Customer Service

## Who is suitable


This qualification is ideal for anyone who is currently working in a customer facing role, or anyone who is looking to get a job where the role involves customer service knowledge as a key component of the position.

## Learning method

Studying via distance learning means you can choose when and where you study.

This course is available:

 **Online**    **Paper-based**

 **Paper-based learning with online assessments.**

no exams  
just assessments

## What you will learn

**This course is split into seven manageable units:**

**Unit 1:** Principles of customer service and delivery

**Unit 2:** Understand customers

**Unit 3:** Understand employer organisations

**Unit 4:** Understand how to communicate with customers

**Unit 5:** Understand how to handle customer information

**Unit 6:** Understand how to resolve problems and deliver customer service to challenging customers

**Unit 7:** Understand how to develop customer relationships

## Benefits

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the customer service industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed.

