

Customer Service Level 2

Level 2 Award in Customer Service (RQF)

This regulated qualification has been designed for delivery to all learners working or preparing to work in a customer service role or where using a telephone is a part of their role. This qualification covers the principles of customer service, including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques, as well as ways to deal with problem customers and how to represent your business in a positive manner.

Qualification Overview and Objective

The objective of this qualification is to support learners working or preparing to work in a customer service role or where using a telephone is a part of their role. It is suitable for all industries where customer service is a requirement.

The qualification covers the principles of customer service including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques as well as ways to deal with problem customers and conflict management.



Qualification Structure

This qualification covers the following areas:

- Understand the principles of customer service
- Understand how customer needs and expectations are formed
- Know the interpersonal skills and appropriate behaviour required in the customer service environment
- Understand the principles of responding to customers' problems or complaints.



How long will it take me to achieve this qualification?

This qualification is classroom-based and is achieved through a 1-day course.

How is the qualification assessed?

The qualification is assessed by a multiple-choice question examination.

What next?

Learners may wish to progress to a further qualification such as Level 3 Award in Customer Service (RQF).

Funding is available for this course through The Edge. If you would like to know more about the funding available or you require more information on the course please email info@sptraininguk.com or call **01228 530552**