

# BTEC Level 2 Certificate in Customer Service

<b>Accreditation</b>	BTEC
<b>Course duration</b>	4 Days
<b>Certificate valid for</b>	Never expires

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## Who should attend

The BTEC Level 2 Certificate in Customer Service is eligible for Adult Education Funding and is an ideal introduction into working in a customer service environment. Individuals will gain a nationally recognised Customer Service Level 2 Certificate.

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## Course information

### Overview

The Certificate in Customer service principles is a 4-day qualification that develops the knowledge an employee will need to work effectively and responsibly in any customer service environment. It is aimed at providing employers with newly trained individuals in the principles of effectively communication skills in a demanding service sector. This qualification helps boost learners' career prospects by giving them the skills, knowledge and understanding that the employers are looking for as well as the necessary understanding of the principles of customer service for the employer as well as personal development.

### Course Content

The course will cover the following subjects to teach and develop the potential employee and to build their confidence and effectiveness in employment;

- Health and safety at work
  - Customer service principles
  - Understanding customer service delivery
  - Communicating with customers
  - Understanding personal development
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## Assessment

Classroom delivery, with achievement of the assessment criteria evidenced through contextualised, vocationally-related and practical experiences, along with completion of portfolio of evidence.

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## Certification

Delegates will be awarded the Pearson BTEC Level 2 Certificate in Principles of Customer Service.

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## More details

### Progression Opportunities

Learners who have achieved the Pearson BTEC Level 2 Certificate in Principles of Customer Service could progress on to a Pearson BTEC Level 2 Diploma in Customer Service that demonstrates occupational competency for the potential job roles listed below at this level, including an apprenticeship in customer service.

Learners could also progress to Level 3 qualifications in Customer Service that are designed for learners to demonstrate a practiced set of occupational skills when carrying out customer service operations, including managing performance improvements in service delivery, customer satisfaction, customer loyalty and reliability. Level 3 qualifications in this sector further develop learners' knowledge and understanding of the principles that underpin working in a customer service environment, including customer retention and the wider principles of business.

Qualifications include:

- Pearson BTEC Level 2 Diploma in Customer Service (knowledge and competence apprenticeship qualification)
- Pearson BTEC Level 3 Award in Principles of Customer Service
- Pearson BTEC Level 3 Certificate in Principles of Customer Service
- Pearson BTEC Level 3 Diploma in Customer Service (knowledge and competence apprenticeship qualification)

Potential job roles for those working towards this qualification are:

- Customer Service Adviser
- Customer Service Operator
- Customer Service Agent
- Help Desk Operative
- Receptionist
- Call Centre Adviser

### Funding and Support

We are able to offer this course fully funded through The Adult Education Budget (AEB) and European Social Funding (ESF) - subject to eligibility, Please contact us to find out more about eligibility, along with the course dates we have running in various locations around the UK.