

# NCFE CACHE Customer Service for Health and Social Care Settings

<b>Accreditation</b>	NCFE
<b>Course duration</b>	3 months blended learning
<b>Certificate valid for</b>	Never expires

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## Who should attend

The NCFE CACHE Level 2 Certificate in Customer Service for Health and Social Care Settings is eligible for European Social Funding and is for learners working, or about to work, focusing on the study of customer service in the health and social care sector.

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## Course information

### Course Overview

This qualification is designed to enable learners to develop the knowledge and understanding required to work with customers within the health and social care sector.

'Customers' in this context refers to internal and external customers, including people who use services, their supporters, visitors, health professionals and providers of other services.

'Employee' refers to a range of jobs roles both health and social care specific and non-specific, ie receptionist, cleaner, retail assistant.

This qualification will focus on the study of customer service in health and social care.

### Course Objectives

The objectives of this qualification are to help learners:

- develop an awareness of customer service in health and social care
- understand how to communicate effectively in a health and social care setting
- understand the needs of customers who access health and social care services
- understand teamwork in health and social care settings

### Course Units

1. Preparing to deliver customer service in health and social care settings
  2. Effective communication for health and social care
  3. Understand the specific needs of customers accessing health and social care services
  4. Teamwork in health and social care settings
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## Assessment

To be awarded the Level 2 Certificate in Customer Service for Health and Social Care Settings, learners are required to successfully complete 4 mandatory units.

Assessment involves a blended delivery approach - This is a mixture of face-to-face and remote sessions with a qualified health and social care assessor.

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## Certification

Delegates will be awarded the NCFE CACHE Level 2 Certificate in Customer Service for Health and Social Care Settings.

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## More details

### Progression Opportunities

Learners who achieve this qualification could progress to:

- Level 2 Certificate in Common Health Conditions
- Level 2 Certificate in Awareness of Mental Health Problems
- Level 2 Certificate in Understanding Working in the Health Sector
- Level 2 Diploma in Health and Social Care (Adults) for England

### 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.