



Digital Skills Development

Level 2 Certificate in Principles of Customer Service

- ✓ Principles of customer service and delivery
- ✓ Understand customers
- ✓ Understand employer organisations
- ✓ Understand how to communicate with customers
- ✓ Understand how to handle customer information
- ✓ Understand how to resolve customer problems
- ✓ Understand how to develop customer relationships

This qualification will provide you with the underpinning knowledge required to work in a range of different environments in a customer service role. You will develop essential knowledge of how to carry out customer service related tasks such as how to manage information and support events.

It takes up to 8 weeks (128 hours) on average to complete and is fully online based learning and can be done in your own time. On completion of the course you will receive the Level 2 Certificate in Principles of Customer Service.

To find out more information or if you're interested in enrolling, contact

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