

Course title

Working in Customer Service Level 2

Qualification

OCR Level 2 Working in Customer Service

ASDAN Level 1 Applying for a job

Start date

Please call to find out when the next course is starting.

Who is this course for?

This course is aimed at anyone interested in or starting out in a career in Customer Service and employability skills.

Course description

These qualifications allow you to acquire the knowledge of a number of essential areas of working in Customer Service and include the following units:

- Know how to deliver good customer service to different types of customers
- Know organisational customer service policies and procedures
- Understand the benefits to an organisation of having a good reputation
- Understand the qualities and attributes required to the customer service role
- Understand importance of responding effectively to customers' needs, expectations and complaints
- Understand the importance of different methods of communication used to deal with different types of customers
- Practical activities involved in applying for a job i.e. CV writing, completing application forms, interview practice

What can I do after the course?

These qualifications provide pathways into the sector of Customer Service for people new to Customer Service or those returning to work after a break.

What other help will I get when taking up one of these courses?

Learners will get lots of support to prepare for work, complete CVs, write application forms and interview preparation. In addition, you can register with LLC's recruitment agency and will be able to apply for any suitable vacancies.

Cost

The course is fully funded if you are in receipt of benefits. If you are not in receipt of benefits, reduced fees may be available depending on previous qualifications.