



Customer Service for Health and Social Care Settings Level 2

The aim of this qualification is to provide the underpinning knowledge required by employees to work in a range of customer service roles. Contact with customers is a key part of most health and social care roles and effective communication with those customers achieves customer satisfaction.

What knowledge will be gained?

This course offers an opportunity to increase your understanding and knowledge surrounding legislation, policies and procedures followed in providing customer care, learning from feedback and handling information.

The course identifies practical techniques that can be utilised in a diverse range of customer communication situations

How is the course assessed?

You will receive an information pack and the resource to enable you to give written responses to questions in a work booklet, either handwritten or typed depending on your preference.

What are the benefits?

- *Achieve a nationally recognised Level 2 qualification
- * Further your personal and professional development
- *Increase your knowledge and awareness
- *Gain positive working relationships
- *Improve your skills in service delivery
- *Increase service standards
- * Learn at a time that suits you without the need to attend college

What will be studied?

The course is split into 4 units:

Unit 1: Preparing to deliver customer service in health and social care settings

Unit 2: Effective communication for health and social care

Unit 3: Understand the specific needs of customers accessing health and social care services

Unit 4: Teamwork in health and social care settings

Who can apply?

Courses are funded for people who are aged 19 years or over, have lived in England for the past 3 years and who are not currently accessing any other government funded training.

This course would be ideal for those who work in any health and social care role where customer relations and interactions are a key role.

This course would also support anyone in a health and social care leadership or management role.

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