



Fire Brigades Union National Learning Centre



Level 2 Certificate in Customer Service Knowledge

Course Content

This course will develop learners knowledge on customer service, covering areas such as; employee rights, career pathways within customer service, communicating with customers, promoting goods and services and working as a team. This programme will teach learners how to successfully engage with a wide range of customers in a variation of different scenarios. The course also outlays the legislation related procedures and practices to customer service delivery alongside how to satisfy customer needs and work effectively. Effective customer service skills are vital for any successful organisation dealing with external customers or partners, this course will help you to develop and improve on formal customer service knowledge enabling you to satisfy customer needs.

At your induction you will receive your learning resource/information pack which includes 3 assessments covering the following:

Unit 1: Understanding the Organisation

Unit 2: Prepare to deliver excellent customer service

Unit 3: Communication in the customer service role

Completing the Course

The Certificate consists of three assessments normally taking up to four weeks per assessment so there is no need to attend a college to gain the qualification. The learning materials contain the knowledge needed to meet the assessment requirements of the course and activities allow you to practice your skills and test your learning. Assessment is based on a combination of knowledge and skills learned on the programme.

You must complete all three assessments, within the agreed timescales and submit these for marking by our team of qualified tutors. Your tutor will provide feedback, advice and guidance to ensure you can complete the course. Upon successful completion of all three assessments you will be awarded the Level 2 Certificate in Customer Service Knowledge.

Course Costs

There are no fees for this course as the Fire Brigades Union Learning Centre has secured funding with The Skills Funding Agency and our Learning Partners. Please ensure that when you enrol on this course you are committed to completing the programme of study within the allocated timescales. Should you not complete the course in full, you may be required to pay a fee to cover registration, administration fees and learning material costs. Funded places are subject to availability and are subject to the terms and conditions of our Further Education Partners.

Apply Now

To register your interest, please visit the FBU Education and Lifelong Learning website

<http://www.fbueducation.org>

