

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. 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.

Course Information

- Simple enrolment and induction procedure
- Fully supported by The Fire Brigades Union Learning Centre in partnership with our Further Education Partners
- Receive a recognised Level 2 qualification upon completion
- NO course fees – fully funded by The Skills Funding Agency and our learning partners
* *Subject to Terms and Conditions*
- Consists of 3 assessments and no exams!



Course Completion

Each candidate will receive their own learning pack which includes; learning resources, online account material and course information booklets.

Candidates will be supported by our team of fully qualified tutors to ensure that you can complete the course successfully, in the agreed timescales and achieve your qualification.

Apply Now

To register your interest, please visit the FBU education and lifelong learning website

<http://www.fbueducation.org>