Customer Service For Health & Social Care Settings Level 2

Course Name	Start Date	End Date	Site	Total Fees
Customer Service For Health & Social Care Settings L2	25/11/2026	03/03/2027	Home Learning	0.00
Customer Service For Health & Social Care Settings L2	13/01/2027	14/04/2027	Home Learning	0.00
Customer Service For Health & Social Care Settings L2	03/02/2027	12/05/2027	Home Learning	0.00
Customer Service For Health & Social Care Settings L2	03/03/2027	09/06/2027	Home Learning	0.00
Customer Service For Health & Social Care Settings L2	14/04/2027	21/07/2027	Home Learning	0.00
Customer Service For Health & Social Care Settings L2	05/05/2027	28/07/2027	Home Learning	0.00

Important Information

After submitting an enrolment request you will be contacted by a member of our team to complete a questionnaire. The questionnaire must be returned before your enrolment can be finalised.

Who Is This Course For?

This qualification is designed for those wishing to develop an understanding of how to deliver effective customer service in health and social care settings.

What Can I Learn On This Course?

This qualification is designed to enable learners to develop the knowledge and understanding required to work with customers within the health and social care sector.

The objectives of this qualification are to help learners:

- Develop an awareness of customer service in health and social care
- Understand how to communicate effectively in a health and social care setting
- Understand the needs of customers who access health and social care services
- Understand teamwork in health and social care settings

How Is This Course Delivered?

Although this is an online course, you will receive extensive individual support throughout your studies. Your dedicated tutor is available to provide guidance and answer questions via email, telephone, Microsoft Teams calls, or in-person meetings. This approach ensures that you can study flexibly but have access to regular support in a way that suits your personal circumstances.

What Will I Need To Bring With Me?

To complete the course, you will need access to a computer and the internet. You will be given access to an online assessment account (e-assessor) to record and document your learning evidence.

What Skills Or Experience Do I Need?

No prior qualifications, experience or skills are needed, but you may find it helpful if you already achieved a level 1 qualification. You will also benefit from possessing basic IT skills to allow you to access the online materials.

How Will My Work Be Assessed?

This course is awarded by NCFE.

You will receive your own study pack made up of high-quality workbooks which your assigned specialist tutor will guide you through to complete your studies. You will be expected to complete all assessments on e-assessor, and your tutor will provide feedback after each assessment.

There are 4 mandatory units that must be achieved:

- Unit 1: Preparing to deliver customer service in health and social care settings
- Unit 2: Understand the specific needs of customers accessing health and social care services
- Unit 3: Effective communication for health and social care
- Unit 4: Teamwork in health and social care settings

What Can I Do After The Course?

You could progress onto other Online Learning programmes such as:
Level 2 Certificate in Falls Prevention

Level 2 Nutrition and Health

Level 2 Principles of Infection Prevention & Control

If you are seeking work in care, you may also wish to consider classroom-based learning such as Get Into Care, which focuses on getting job-ready in the care sector. Your tutor will be happy to discuss your options with you.