# Principles Of Customer Service Level 2

| Course Name | Start Date | End Date | Site | Total Fees |
|---|---|---|---|---|
| Principles Of Customer Service L2 | 25/11/2026 | 15/04/2027 | Home Learning | 0.00 |
| Principles Of Customer Service L2 | 13/01/2027 | 26/05/2027 | Home Learning | 0.00 |
| Principles Of Customer Service L2 | 03/02/2027 | 23/06/2027 | Home Learning | 0.00 |
| Principles Of Customer Service L2 | 03/03/2027 | 14/07/2027 | 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 provides an ideal start in the occupation and supports progression within customer service. It is ideal for customer service professionals who deal with customers through one-off or routine contacts.

## What Can I Learn On This Course?

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task. By completing this course, you will:

- Learn to deliver excellent customer service
- Increase awareness of understanding and meeting customers' needs
- Give a great customer experience
- Learn from feedback and promote products and services

## 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.

## What Can I Do After The Course?

You could progress onto other Online Learning programmes such as:

- Level 2 Certificate in Business Administration
- Level 2 Certificate in Advice and Guidance
- Level 2 Certificate in Equality and Diversity
- Level 2 Certificate in Team Leading