

Level 2 Certificate in Principles of Customer Service

Providing exceptional customer service is paramount to the success of any business. If you work in customer service, this Level 2 customer service course can improve your skills and ensure that every customer has a positive experience.

This course will equip you with the knowledge to meet customers' needs and offer outstanding service, while also teaching you how to leverage feedback to enhance your performance.

Start Date: 01 August 2025
Start Time: 08:00
Lessons: 2
Weeks: 2
Hours: 2.00

Venue

Distance Online Learning
Learning Curve

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What will I learn on this course?

This course is made up of four units:

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

Is this course suitable for me?

There is no specific knowledge required for this qualification. However, it is recommended learners have a good general understanding of IT, English, and maths. Learners would find it helpful if they have achieved a E3 in customer services qualification previously.

Is there anything I need to know about this course?

This is an online course. An initial assessment is required prior to enrolment.

What could I go on to do after this course?

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. <https://nationalcareersservice.direct.gov.uk>

If you need further advice please telephone 01634 338400.

Attendance Policy

There are no classes to attend. You can study this course from the comfort of your home at a time that suits you. However, it is essential you aim to meet all submission deadlines. You will receive email support from an assigned assessor. They will give you feedback on your work and help you to improve as required.

How are digital skills used and enhanced?

This is an online course. You will need access to the internet and a computer or tablet. We may be able to support learners with access to equipment subject to meeting certain criteria. You will be given access to a website with materials to develop your understanding of the concepts. You may need to conduct some research and access industry related websites to support this. You will need to type your answers into the learning platform using your own words. You cannot copy and paste your answers. This is to prevent plagiarism.

Health and Safety

Learners are encouraged to work safely. Poor positioning of equipment can lead to Repetitive Strain Injury (RSI). Discover more about safe ways to work with computer equipment here:
<https://www.bbc.co.uk/bitesize/guides/zkyg87h/revision/1>

E-Learning Etiquette

Please make sure you and everyone at home are fully dressed when you are joining classes online, and that no personal information (address, bank details) can be seen.