

Course Overview

The Level 2 Diploma in Customer Service (RQF) is an accredited and Ofqual regulated 100% online qualification. The diploma in customer service management aims to improve learners' experience, knowledge, and skills to perform the work effectively in a customer service role and train them for customer service jobs. This customer service diploma course is intended for those who have or will have regular interaction with customers as part of their job role and responsibilities. The online customer service diploma provides well-known customer service terms and up-to-date customer service approaches and mediums, such as online services and social media. For more information or clarification, please contact our team for free and comprehensive advice.

Eligibility Criteria

Learners should be 16+
 Learners should have a relevant position to meet the practical requirements of this course

Duration and Delivery

This Level 2 Diploma in Customer Service (RQF) is designed to be completed online at the pace that suits you the best. This fast track Level 2 Diploma in Customer Service course can take as little as 4 months of full-time study or 1 year of part-time study to become a certified customer service specialist. The qualification is delivered through our Virtual Learning Environment (VLE), which refines your customer service skills. Our 24x7 online tutor support is there to facilitate you to achieve your success rate accordingly.

Assessment and Verification

All units within this customer services (CS) qualification are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, witness testimony and/or direct observation, detailed guidance for which will be provided by the tutor. You will receive 24x7 tutor support once you are enrolled on our online portal to assist you in reaching your goals.

Progression

This is a thorough qualification of Level 2 Diploma in Customer Service, which helps learners enhance their career profile. Successful completion of this 100% accredited online course enables learners to proceed to the following qualifications:

Level 2 Diplomas in Business Administration
 Level 3 Diploma in Business Administration
 Level 3 Diploma in Customer Services (RQF)
 NCFE Level 3 Diploma in Skills for Business

Course Includes

- ✔ **45** Credits
- ✔ **245** Guided Learning Hours
- ✔ **486** Total Qualification Time
- ✔ **12** Units
- ✔ **34** Learning Outcomes
- ✔ **12** Assignments

Unit Structure

- ✔ Deliver Customer Service
- ✔ Understand Customers
- ✔ Principles of Customer Service
- ✔ Understand Employer Organisations
- ✔ Manage Personal Performance and Development
- ✔ Communicate with Customers in Writing
- ✔ Resolve Customer Service Problems
- ✔ Gather Analyse and Interpret Customer Feedback
- ✔ Process Information about Customers
- ✔ Support Customer Service Improvements
- ✔ Negotiate in Business Environment
- ✔ Develop Working Relationships with Colleagues

