

e-learning

Level 2 Award in Customer Service

The awarding body of compliance has worked closely with some of the leading subject matter experts in the field of customer service to provide an e-learning course that covers the full knowledge elements of the Level 2 Award in Customer Service. The unique e-learning Management System gives the ability to monitor, manage and record training activity.

Who is it for?

This course is suitable for learners working in all workplaces including both commercial and not-for-profit organisations. It is particularly beneficial for those learners wanting to take a customer service qualification.

What does it cover?

The customer service course is a total of 4 modules written specifically to cover the entire knowledge element of the level 2 award. These modules are as follows:

1. Customer service principles
2. Customers' needs and expectations
3. Behaviour and interpersonal skills
4. Responding to problems and complaints

What will learners achieve?

Learners will receive a Highfield certificate upon completion of this course. They will also be able to go on to achieve the Level 2 Award in Customer Service.

Course features

Features for the Learner:

- Content suitable for the Level 2 Award in Customer Service
- Interactive exercises included in each module, along with multiple-choice questioning
- A final knowledge test upon the completion of each module

Features for the Course Owner:

- Learner management system, including user groups
- Licence management for more cost-effective training
- Expanded reporting, including assessment feedback (offline version)

What next?

If you'd like to provide your learners with this e-learning package, simply contact us directly on 01329 242427/6 or email us at train@hampshirechamber.co.uk

Courses are delivered in association with Highfield eLearning. The course has been endorsed by Highfield Awarding Body of Compliance, the UK and Middle East's leading awarding organisation for compliance qualifications.