

NCFE Level 2 Certificate in Customer Service for Health and Social Care Settings



Course Code F01DV99A

Free

Who is this course for? This qualification is designed for learners who want to develop an understanding of how to deliver effective customer service in health and social care settings.

Entry requirements You must be over 19 with a minimum of Entry 3 in English.

How do I enrol? To apply for this course online at www.oncoursesouthwest.co.uk and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.

Course aims The aim of this course is to provide the learner with an opportunity to study a range of areas within customer services, from communication, customer's needs, and teamwork.

*Preparing to deliver customer service in health and social care settings.

*Understand the specific needs of customers accessing health and social care services.

*Teamwork in health and social care settings.

*Effective communication for health and social care

Qualification NCFE Level 2 Certificate in Customer Service for Health and Social Care Settings.

To be awarded the Level 2 Certificate in Customer Service for Health and Social Care Settings, learners are required to successfully complete 4 mandatory units and is internally assessed.

How will the course be delivered? All courses are exclusively delivered via an online learning, self-study programme.

What will I need to bring? You will need use of a desktop or laptop computer with access to the internet.

Will I need to study or practise outside the classroom? Your study pattern is self-managed, but a commitment of 2 - 3 hours per week is suggested to enable successful completion of the course within the timescale of 20 weeks.

How will I know I am progressing? You will receive regular feedback from an assessor following completion and submission of individual units You will also receive weekly updates of progress as well as any outstanding items.

Progression Learners who achieve this qualification could progress to:

- * Level 2 Certificate in Common Health Conditions;
- * Level 2 Certificate in Awareness of Mental Health Problems;
- * Level 2 Certificate in Understanding Working in the Health Sector;
- * Level 2 Certificate in Preparing to Work in Adult Social Care;
- * Level 2 Certificate in Working in the Health Sector.

Career opportunities

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.

Our Learning Advisors will be happy to provide you with information on career opportunities and will be able to help you make a plan of action to achieve this.

Please note

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA).

It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at <https://www.oucoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

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