

City & Guilds Diploma in Customer Service Level 2



In a nutshell

The objective of the qualification is to support customer service roles in the workplace, providing the learners the opportunity to learn and evidence their knowledge and skills in customer service and build relations.

This course is for you if...

The qualification is suitable for anyone who is involved in any customer service focused role in any industry. It aims to develop learners' highly transferable set of knowledge, understanding and skills across a range of customer service practices and tasks, which can be applied to all industries.

What will I be doing?

This is made up of competence and knowledge units. It involves the skills and knowledge needed for business administration occupations including the ability to organise work and identify and prevent problems.



COURSE INFORMATION LEAFLET

The learner must present evidence (recorded in a portfolio) which clearly shows they have met the assessment criteria and learning outcomes of the units chosen. The learner must achieve the mandatory and optional units relevant to their pathway and occupational role.

Additional information

This qualification is delivered in the workplace, not on campus for individuals to attend. Delivery dates are agreed in advance with you and your employer.

This qualification is comprised of around 12 units depending on options chosen. It may take 12 to 14 months to complete. It is self-paced but our assessor team will put an initial plan in place to complete a unit per month, it is possible to complete it sooner. A formal quote can be issued once we understand your training need but as a guide, we charge £750 per person plus additional awarding body registration fees (circa £200).

Apply online at www.coleggwent.ac.uk

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