

Principles of Customer Service NCFE L2 Certificate

Course Name	Start Date	End Date	Site	Total Fees
Principles of Customer Service - NCFE Level 2 - Distance Learning	01/08/2025	31/07/2026	Distance Learning - Home	65.00

Course Description

As this is a Distance Learning course, you can apply at any time during the academic year. However, please note that when you apply for a course, your place is not guaranteed until you receive confirmation from a member of our Customer Services Team

Principles of Customer Service - Level 2 - Distance Learning

Content & Overview:

This qualification is designed to support learners in developing a strong understanding of customer service principles. It covers key topics such as delivering high-quality customer service, handling customer requests and complaints, working in a customer-focused way, and communicating effectively.

The course is ideal for anyone looking to work in customer-facing roles or improve the service they provide in their current job. Delivered entirely through distance learning, learners study at their own pace and receive support from a dedicated tutor throughout the course.

Successful completion leads to a nationally recognised Level 2 certificate that can enhance job prospects or support progression into further learning or apprenticeships.

What you'll learn:

Mandatory Units:

Unit 01 -

Principles of Customer Service and Delivery

Understand customer expectations and how to meet them.

Unit 02 – Understand Customers

Learn about different types of customers and how to engage with them appropriately

Unit 03 – Understand Employer Organisations

Explore business structures, internal roles, and external influences.

- Understand How to Communicate with Customers

- Understand How to Handle Customer Information
- Understand How to Develop Customer Relationships

Suitable for:

This course is suitable for individuals who want to work or already work in customer-facing roles and want to improve their understanding and practice of excellent customer service. It is ideal for:

- **New entrants to customer service roles** – looking to gain a formal understanding of the key principles and expectations.
- **Jobseekers** – wanting to enhance their employability with a recognised qualification.
- **Employees in public- or private-sector roles** – who want to improve their service skills and boost career progression.
- **Individuals preparing for a Level 2 or 3 customer service apprenticeship.**
- **Retail, hospitality, call centre, or office workers** – looking to refresh or formalise their skills.

Entry Requirements & Important Eligibility Information:

No prior experience is required - just a good standard of English and a commitment to learning.

Delivery method:

Independent study using Google Classroom resources. Online support from your tutor.

Progression route:

Apprenticeship Customer Service L2 (NLC staff ONLY)

DISCLAIMER:

When applying for this course, you must provide evidence to confirm eligibility for funding, proof of ID and full address. Applying for a course does not mean you are automatically enrolled. You must be 19+ on 31 August 2025 and a UK resident.

Our dedicated team will be happy to help – just call us on 01724 297146 or contact us on

<https://northlincsadulteducation.co.uk/contact>