

# Customer Service for Health and Social Care Settings – Level 2 (Online)



Adult

Employer Training

Less than two-thirds of those receiving care feel extremely satisfied with the quality of service they receive. To offer a sense of respect, safety and dignity, proper customer service in Health and Social Care settings is essential: this Level 2 Course gives you the foundation you need.

The best healthcare providers thrive by creating positive working relationships with patients, families, and residents. This fully online level 2 certificate is designed to help you develop these positive working relationships. You will learn about customer expectations and how to adapt environments and your communication styles for customers with specific needs.

Learners may be eligible for funding which means the course won't cost a thing to complete (subject to eligibility). There is a £125 cancellation fee if a learner enrolls and fails to complete or withdraws early from the course. This fee is to cover administration costs. We may be able to offer extensions if learners are unable to meet the set submission deadline. Please read the declaration on the enrolment form carefully before signing up.



Scan the QR Code for full course description, assessment and progression options from this course

## ENTRY REQUIREMENTS

19+, Currently live in England, Resident in the UK/EU for 3+ years, L1 Literacy Initial Assessment, Computer access



## LOCATION & NEXT START DATE(S)

Online - As required

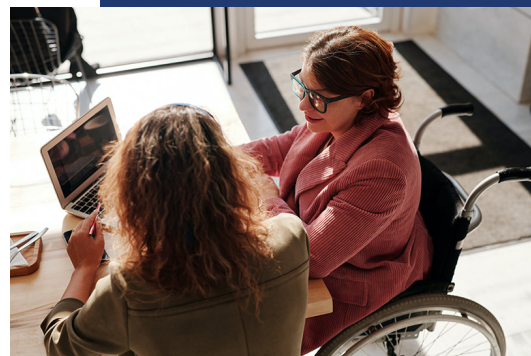


**LEVEL**  
Level 2

**DURATION**  
12 weeks

**ATTENDANCE**  
Distance Learning

**FEES**  
Tuition Fees: £0.00



Find out more and  
apply online



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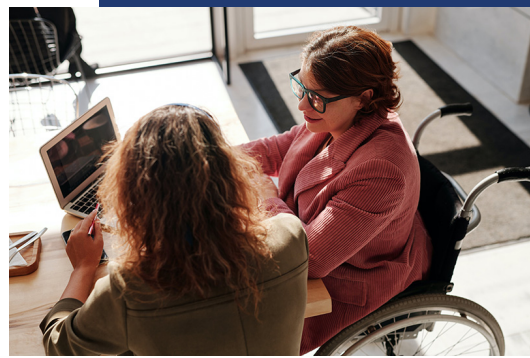
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Fees apply to adults and HE students only. Only the most common fees scenario is shown. Actual fees may vary depending on your personal situation. Please contact us for further information. Courses listed on this website are indicative of the subject, nature and level of study. The College reserves the right to alter specific qualifications titles, awarding bodies and levels of qualification, which can change in year. Any cost may also vary, based on personal funding eligibility. The Cornwall College Group reserves the right to withdraw any course listed at any time.

## Explore Our Courses & Apprenticeships

Join us for a campus tour, meet our dedicated team, and get all your questions answered. Scan the QR code to register for our next Open Event or Taster Day.



Find out more and  
apply online

