

# Adult Learning - Course Information Sheet



## XXX1AR76 - Level 2 Customer Service

### Online Delivery

Start Date: 13 November 2023  
End Date: 31 July 2024  
Start Time: 11:45AM  
End Time: 12:45PM  
Day: Monday  
Sessions: 2  
Tutor:

ZZ99 9ZZ Room

### Course aim

This qualification is designed for those people who work in, or are looking to work in an information, advice or guidance setting.

This course is ideal if you are looking to gain a qualification through a flexible self-study approach. You can start the course anytime throughout the year and can be completed within 12 weeks. The course is delivered through our online platform, where you will be given the relevant learning materials and assessments for this qualification.

The purpose of this qualification is to provide learners with the underpinning knowledge that is required by employees to work in a range of different environments within a customer service role.

### Course Outcomes

The objectives of this qualification are to help learners to:

- 1, develop essential knowledge of how to carry out customer service tasks, such as how to manage information and supporting events
- 2, know how to apply their knowledge in a variety of industries and job roles

### How will the course be taught?

The course is online, you will receive a login to our learning platform where you will find the interactive learning materials and the assessments. You will be given deadlines to complete and submit the work. You will receive detailed feedback on your work so that you can improve your skills as you progress through the qualification.

You will be assigned a Tutor, who will be in touch throughout the 12 weeks to discuss your progress and support you through the course.

You will need to put some time aside each week to complete the course within 12 weeks.

### Could I gain a certificate?

This course is accredited by the awarding body NCFE CACHE. On successful completion of all elements of the course, you will receive a Level 2 certificate in Customer Service.

### What do I need to bring / have ready?

The course is delivered through our online platform, where you will be given the relevant learning materials and assessments for this qualification. However, you will need a laptop, PC or tablet and a stable internet connection.

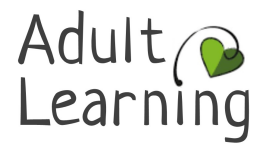
### Further support and progression

Learners who achieve this qualification could progress to:

- Level 2 Certificate in Counselling Skills
- Level 2 and 3 certificate in Principles of Customer Service
- Level 2 Diploma in Customer Service
- Level 3 Award in Counselling Skills and Theory
- Level 3 Diploma in Counselling Skills
- Level 3 NVQ Certificate in Advice and Guidance
- Level 3 Certificate in Information, Advice or Guidance

If you need help whilst on a course with us, our Learner Support Advisor is available to discuss your needs. We offer a range of services, subject to eligibility, which can include practical support and/or financial assistance to ensure you feel fully supported while learning with us. For more information contact [alsreferrals@northnorthants.gov.uk](mailto:alsreferrals@northnorthants.gov.uk) or call 01604 368023 (answerphone available). Visit our website [www.northamptonshire.gov.uk/course-info](http://www.northamptonshire.gov.uk/course-info) for further information about our fees and concessions. Your tutor will inform you of further learning opportunities and progression during your course.

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### Health and Safety / Online Safety

Your tutor will give you information about Health and Safety on the first day. For information on how to keep safe online go to [https://safety.lovetoknow.com/Internet\\_Safety\\_Adult](https://safety.lovetoknow.com/Internet_Safety_Adult) and <https://takefive-stopfraud.org.uk/> national awareness campaign. To report suspected scams, or get help and advice about preventing scams call the Citizens Advice consumer helpline on 03454 04 05 06.

### Further Information

**Entry Requirements:** You should be 19+ by 31.08 in the academic year you wish to study  
This course requires a grade D/3 in English GCSE or equivalent (Functional skills: level 1)

Please note: You will be required to complete an online initial assessment to join this course.

**Admissions Process:** After you register your interest a member of our team will contact you to arrange the next steps.

**General Information:** In the unlikely event that you are unable to complete the course and need to withdraw there is a withdrawal fee of £100.

**Eligibility:** If you are in receipt of Jobseekers allowance, ESA or any other means -tested UK benefit (and your income excluding benefits is less than £617 per month or £988 per month for joint benefit claim), or you are employed and earning less than £20,319 per year you will be eligible to attend this course for the free. Even if you don't meet these criteria, you may still be eligible for learner support which could cover the cost of the course fees. Eligibility is subject to providing evidence. For more information on eligibility requirements please contact Adult Learning Skills: - [adultskillsadultlearning@northnorthants.gov](mailto:adultskillsadultlearning@northnorthants.gov).

**Northamptonshire Adult Learning Service work in partnership with National Careers Service advisers who can provide information, advice and guidance on skills, learning and work. National Careers Service can be contacted by telephone 0800 100 900 or text your name and the word ADVICE to 07766 413219 and an adviser will call you back for free or go to <https://nationalcareersservice.direct.gov.uk/>**

