

Business and Management

Customer Service Level 2 (Online)

In Brief

Start Date / Duration

This course has various start dates. Intake will start from September 2024. The duration of the course is 30 weeks.

Entry Requirements

No prior qualifications are required to study this course. There are no formal entry requirements.

You will achieve

You will achieve a Level 2 Principles of Customer Service TQUK Certificate.

Course Overview

The purpose of the qualification is to develop your knowledge and understanding of customer service.

This is an online course in customer service. The qualification gives you all of the underpinning knowledge required by employers to work in a range of different settings in a customer service role. It covers the essential knowledge of how to carry out customer service related tasks, such as how to manage information and to support events. The knowledge gained can be applied in a variety of industries and job roles.

Course Content

To achieve this qualification, you will study three mandatory units and choose four optional units from the list below:

Mandatory Units

- Principles of customer service
- Understand customers
- Understand employer organisations

Optional Units

- Developing working relationships with colleagues
- Handling objections and closing sales
- Processing information about customers

- Principles of Equality and Diversity in the workplace
- Understanding the delivery of online customer service
- Understanding how to communicate with customers using the telephone
- Understanding how to communicate with customers verbally and in writing
- Understanding how to develop customer relationships
- Understanding how to process and follow up sales orders
- Understanding how to resolve customer service problems and challenges

How will I be assessed?

You will create a portfolio of evidence.

What Equipment Will I Need?

You will need access to a computer and the internet.

Where will I study?

This is an online course.

What can I do next?

Upon completion, you could progress on to study the Level 3 Principles of Customer Service Certificate. [<https://www.barnsley.ac.uk/course/business-and-management-principles-of-customer-service-certificate-tquk-level-3-online/>]

How much does the course cost?

This course costs £362. This course may be FREE to study depending on your circumstances – please see the drop-down option below for more details.

This course is funded by South Yorkshire Mayoral Combined Authority (SYMCA) and/or West Yorkshire Combined Authority (WYCA). You must be living in the South or West Yorkshire regions to qualify for funding

19+ Students

Aged 19 or over and thinking about further education? You may be eligible for free or reduced course fees . Please refer to our page '[paying for your course.](#)'

Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare. For further information please contact the Student Services Team on +44 (0)1226 216 267.

Extra information

Eligibility for Funding

Part-time courses are only available for learners who are 19 years old and above. You may not have to pay for this course if you are employed but earn below £23,400 a year, or if you are unemployed and receive Job Seekers Allowance, Employment and Support Allowance or Universal Credit. You will need to provide evidence of your eligibility which will be checked at enrolment.

This course is funded by South Yorkshire Mayoral Combined Authority (SYMCA) and/or West Yorkshire Combined Authority (WYCA). You must be living in the South or West Yorkshire regions to qualify for funding.

Contact the Information Unit

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email info@barnsley.ac.uk [mailto:info@barnsley.ac.uk]

English and Maths

Having good English and Maths qualifications are important for most careers and we want to give you the help you need to succeed.

If you are aged 16 – 19 and don't already have a grade C/4 or above in GCSE English and Maths they will automatically be included in your study programme. If you want to work towards higher grades in English and Maths we can help you do that too.

Need a higher level Maths qualification? We offer a [Level 3 Mathematical Studies \(Core Maths\)](#).

This can be added to your study programme.

If you need any further information, please contact our friendly [Information Team](#).

Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

Last updated: 5th June 2024

Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**