

Level 2 Certificate in

Customer Service in Health & Social Care Settings

This is a distance learning course that covers customer service within the health and social care sector has never before had a qualification specifically related just to that. This course will open up students' awareness to just how important it is to see the patient as the customer too. The qualification explores how to ensure good service delivery looking at everything from communication to understanding specific needs.

Unit 1:

Preparing to deliver customer service in health and social care settings

Unit 2:

Teamwork in health and social care settings

Unit 3:

Effective communication for health and social care

Unit 4:

Understand the specific needs of a customer accessing health and social care services



*The level 2 distance learning courses are fully funded.
The only criteria is that you are over 19, have lived in the EU for
the past 3 years and currently live in England.*



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