



CACHE LEVEL 2

CUSTOMER SERVICE FOR HEALTH & SOCIAL CARE





The Course

Our new qualification enhances Customer Service in Healthcare, which will support you when you are dealing with residents, families, patients and internal and external customers within the Health and Social Care environment.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve patient, family and customer experience
- Further your personal and professional development
- Gain positive working relationships
- Improve your skills in service delivery
- Increase service standards
- Learn at a time that suits you without the need to attend college

What you will learn

- Preparing to Deliver Customer Service in Health and Social Care Settings
- Effective Communication for Health and Social Care
- Understand the Specific Needs of Customers and Patients Accessing Health and Social Care Services
- Team Work in Health and Social Care Settings



Lived in the EU
for **3 years**



Aged 19+ at the
beginning of the
academic year



You could study
this course
for **FREE!**



Online
paper-based
delivery

How to Sign Up

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.

What happens after enrolment?

1. Submit your enrolment form and get instant access to begin your course
2. We'll process your funding application, and a tutor will be assigned to support you through your course
3. Receive text reminders when your work is due
4. Your work will be marked and returned to you within 7 days
5. Once you've submitted your work, we'll apply for your certificate

How learners use this course

This Level 2 Course in Customer Service for Health and Social Care Settings can help with professional development and lead to careers in the industry. This course is particularly useful in careers like;

- **Social Work Assistant**
(£12,500 to £25,000)
- **Foster Carer**
(Variable Pay)
- **Residential Support Worker**
(£15,000 to £26,000)





It was a great course...

It was a great course and I felt the information was easy to understand, well displayed and my tutor/assessor was full of information and encouraging feedback.

Date of experience: June 2022



A great opportunity to complete a free course...

A great opportunity to complete a free course during my maternity leave. Very supportive tutor and telephone operators.

Date of experience: June 2022



The tutor was always quick to respond...

The tutor was always quick to respond to any questions I had always helpful. I never felt under pressure and it was great to study at a steady pace. I enjoyed this so much that I am ready to enrol on another course!!

Date of experience: June 2022



Amazing online course...

Fantastic support throughout the course. Learnt so much and well worth doing. Will make my job a lot easier and understand as much as I can what people with Dementia go through on a daily basis.

Date of experience: June 2022

