



LEARNING CURVE  
GROUP



CACHE LEVEL 2

# CUSTOMER SERVICE



[learningcurvegroup.co.uk](http://learningcurvegroup.co.uk)



# The Course

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

## What you will learn

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations



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.

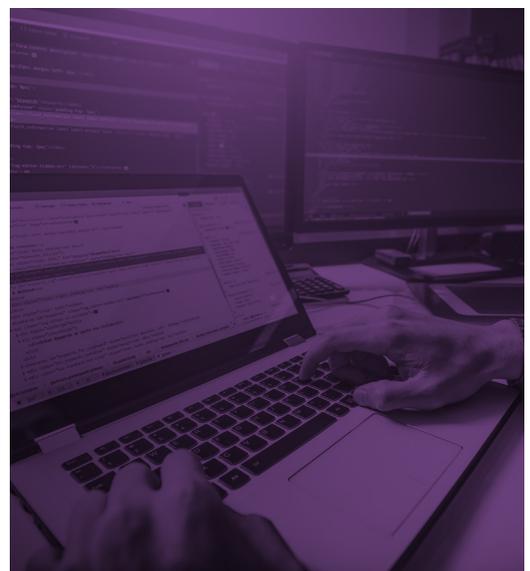
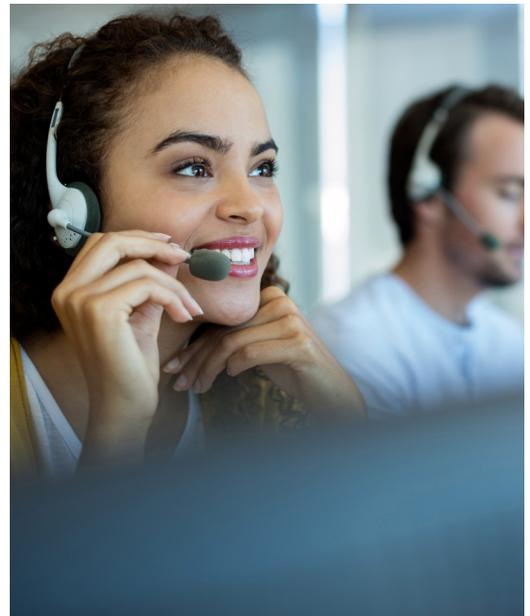
## What happens after enrolment?

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 can help you pursue many different career paths regarding Business and Management. Some of these roles could include;

- **Financial Services Customer Adviser** (£14,000 to £60,000)
- **Resort Representative** (Variable)
- **Customer Service Assistant** (£16,000 to £28,000)





### 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

