

Essex County Council

2021/22 Certificate in Customer Service for Health and Social Care Settings

What Qualification/level is this course?

This is an NCFE Level 2 Certificate

Who is the course for?

This qualification is designed for learners wishing to develop their understanding of how to deliver effective customer service in health and social care settings.

This course is also suitable to those wishing to build confidence, those returning to work and those looking to improve their employment opportunities to build the skills required for working in the care sector.

What can I expect to learn?

Develop an understanding for areas such as an awareness of customer service in health and social care. Learn how to understand how to communicate effectively in a health and social care setting. How to understand the needs of customers who access health and social care services. Plus, how to understand teamwork in health and social care settings.

How will I learn?

An online course where learners will also be asked to carry out research and reflection for the subject area and will be directed to online tools and reputable websites. Learners must successfully demonstrate their achievement of all learning outcomes of the units.

How will I know how well I am doing?

Learners will have an assigned tutor who will communicate on the online platform and when needed telephone or Microsoft Teams.

Work will be regularly assessed and marked, and learners will be provided with encouraging developmental feedback.

Targets will be set at different stages of the course to enable learners to meet personal and course objectives.

Will I have to do any work at home?

We recommend at least 5 – 7 hours a week to complete research, reading and home study.

Typically, the course can be completed in 4 months.

What will I need to provide?

Learners will need to have access to a computer or device to enable them to visit the online platform to complete and submit work.

Telephone to enable tutor contact.

Pen/pad of paper for taking notes for example to use during one to one phone meetings.

Are there any other costs?

There are no other costs in addition to the course fee.

What can I do next?

The tutor will be happy to support and guide learners towards courses that will compliment current skills, needs, interests and current job role.

Learners may wish to consider the following:

- Level 2 Certificate in Understanding Autism
- Level 2 Certificate in Principles Prevention & Control Infection for HSC
- Level 2 Certificate in Customer Service for HSC
- Level 2 Certificate in Mental Health Awareness
- Level 2 Diploma in Health and Social Care (HSC Adults)

Further information:

For information on all ACL courses please see <http://www.aclessex.com/>

The National Careers Service provides information, advice, and guidance to help you make decisions on learning, training, and work. The service offers confidential and impartial advice and is supported by qualified careers advisers. To make an appointment please call 0800 100 900 (calls are free from landlines and most mobile numbers) or visit their website <https://nationalcareersservice.direct.gov.uk>