

Level 2 Certificate in Customer Service

The EDI Level 2 Certificate in Customer Service provides valuable professional recognition for experienced and aspiring customer service staff. This streamlined, flexible programme is ideal for learners who wish to achieve a nationally recognised certificate in short timescales.

This course is based on recognised occupational standards and is jointly certificated by Best Practice and EDI – the leading UK and international Awarding Organisation.

Learners complete a series of online learning modules to develop their understanding and skills. Optional workshops are available for in-company groups.

To achieve the Certificate, learners must complete an online, multiple-choice test and a structured workbook.

- Course duration: 8–10 weeks
- Recommended learning: 30 hours
- Assessed through a workbook and online multiple-choice test – 60 minutes, 30 questions
- Supported by e.learning and optional in-company workshops

To achieve the Certificate, learners complete *two* units.

Mandatory units

- Delivery of effective customer service
- Supporting the customer service environment

Key Content

- Customer service principles
- Understanding customer needs
- Handling problems and complaints
- Customer service legislation
- Keeping effective customer records
- Communicating effectively with customers
- Promoting products and services to customers
- Collecting customer feedback
- Applying customer service improvements

Highlights

- Based on recognised occupational standards
- Flexible online learning
- Streamlined online assessment

Progression

Successful learners may progress to an EDI Level 3 Certificate or NVQ Certificate in Customer Service.