

## e-learning



## Level 2 Customer Service

Highfield e-learning has worked closely with some of the leading subject matter experts in the field of customer service to provide an e-learning course that covers the full knowledge elements of the Level 2 Award in Customer Service.



### Who is it for?

This course is suitable for learners working in all workplaces including both commercial and not-for-profit organisations. It is particularly beneficial for those learners wanting to take a customer service qualification.

### What does it cover?

The customer service course is a total of 4 modules written specifically to cover the entire knowledge element of the level 2 award. These modules are as follows:

1. Customer service principles
2. Customers' needs and expectations
3. Behaviour and interpersonal skills
4. Responding to problems and complaints

### What will learners achieve?

Learners will receive a personalised Highfield quality endorsed certificate upon completion of this course. They will also be able to go on to achieve the Level 2 Award in Customer Service.

### Course features

#### Features for the Learner:

- Content suitable for the Level 2 Award in Customer Service
- Interactive exercises included in each module, along with multiple-choice questioning
- A final knowledge test upon the completion of each module

#### Features for the Course Owner:

- Learner management system, including user groups
- Licence management for more cost-effective training
- Expanded reporting, including assessment feedback (offline version)

