

Customer Service for Health & Social Care Settings

Learn how to achieve good customer service in health and social care settings and how this can be achieved in line with the expectations of customers. Learn about the importance of team work in multi-disciplinary teams and how to achieve the required standards expected by regulatory bodies.



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
- Understand the importance of good customer service in supporting H&SC staff and users

What you will learn

- Preparing to deliver customer service in H&SC settings
- Team work in H&SC settings
- Effective communication in H&SC
- Understand the specific needs of customers accessing H&SC services



Eligibility Criteria

- Aged 19+ (born before 01/09/1999)
- Lived in the EU for 3 years



Available
fully funded

To find out more about this qualification, please contact:

Call: 01924 303 302 | Email: wakefieldonlinelearning@wakefield.gov.uk |

Visit: www.wakefield.gov.uk/adulteducation