



Level 2 Certificate in Customer Service for Health and Social Care Settings

Qualification facts

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About this qualification

This qualification has been developed to enable learners to develop the knowledge and understanding required to work with customers within the health and social care sector.

The objectives of this qualification are to help learners:

- develop an awareness of customer service in health and social care
- understand how to communicate effectively in a health and social care setting
- understand the needs of customers who access health and social care services
- understand teamwork in health and social care settings.

Who is it suitable for?

This qualification will be suitable for learners who are interested in working with customers in the health and social care sector.

Entry requirements:

This qualification is available for learners aged 14 years and over.

Qualification structure:

To be awarded the Level 2 Certificate in Customer Service for Health and Social Care Settings, learners must achieve a pass in the 4 mandatory units.

Mandatory units:

Unit ref no.	Unit no.	Title	Unit type	Level	GLH
D/615/2204	01	Preparing to deliver customer service in health and social care settings	Knowledge	2	25
K/615/2206	02	Understand the specific needs of customers accessing health and social care services	Knowledge	2	25
H/615/2205	03	Effective communication for health and social care	Knowledge	2	28
M/615/2207	04	Teamwork in health and social care settings	Knowledge	2	16

Guided Learning Hours (GLH): 94 Total Qualification Time (TQT): 150

Assessment

The qualification is assessed via a portfolio of evidence. This qualification does not include an external assessment

Progression

Upon achievement of this qualification, learners will be able to progress to higher learning in health and social care and other relevant sectors.

Career opportunities

This qualification is suitable for those interested in pursuing careers in the following areas:

- health and social care
- childhood studies
- community, youth and families
- social work
- early years
- primary teaching
- nursing.

For more information

Full details of this qualification can be found on our website, www.qualhub.co.uk.

We continually invest in high quality qualifications for the health, care, early years and education sectors. Written and developed by experts, they have helped millions of learners across the world to raise professional standards, earning us a reputation for excellence and leadership across the sector. Our continued dedication to those who care for children, young people and adults means that our qualifications will continue to meet the needs of the modern workforce.

