

## **EDI Level 2 Certificate in Customer Service**

### **Course Overview:**

This qualification consists of two units that will provide you with basic knowledge and understanding which underpins customer service and performance.

You will explore portfolio building, researching, completing assignments and how to take responsibility for your own learning.

### **Course Duration and Delivery Arrangements:**

This course will be delivered over a 4 week period. Times and delivery can vary though, so please ask for further details.

This programme is recommended for those who wish to acquire knowledge and understanding relevant to a customer service role and those who wish to progress in to a customer service career.

### **Course Content and Assessment Methods:**

The course is made up of two units. The first unit will be assessed through a multiple choice test and the second unit will be assessed by learners completing a workbook task, this will be internally assessed.

CT179 – Delivery of Effective Customer Service  
CT854 – Support the Customer Service Environment

### **Entry Requirements:**

There are no specific entry requirements, but you are expected to have an interest in progressing in to a customer service role.

### **Progression Opportunities:**

This programme is recommended for those who wish to acquire knowledge and understanding relevant to a customer service role, those who wish to progress in to a customer service role or it can be used to progress towards a competence based qualification, such as the EDI Level 2 Certificate in Customer Service or an Apprenticeship.

### **Course Costs/Funding Arrangements:**

This course may be funded through a number of different routes, depending upon your circumstances. Please speak to us for further information

### **For further information please contact our Business Development team:**

Via telephone: 0191 2632752 Via email: [admin@buildingfutureseast.org](mailto:admin@buildingfutureseast.org)

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