Principles of Customer Service

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Campus: Distance Learning
Code: DLAC013
Level: 2

About This Course

This course will help you understand customers, employer organisations, how to communicate with customers and develop customer relationships. It will also teach you how to resolve problems and how to develop relationships with colleagues.

This qualification is offered from NCFE.

What Will I Study?

You will study a range of topics including:

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations
- Understand How to Communicate with Customers
- Understand How to Develop Customer Relationships
- Understand How to Resolve Problems and Deliver Customer Service to Challenging Customers
- Understand How to Develop Working Relationships with Colleagues

Why Study Here?

- Learn from industry-experienced and well-qualified tutors who have spent many years in the Social Care sector and have specialist qualifications and knowledge to bring to their teaching
- Learn from your own home, in your own time
- Achieve a nationally recognised Level 2 qualification
- Access to award winning learning and assessment materials

- Access to a Learner Support Advisor for everyday queries

Entry Requirements

To be eligible to undertake our free distance learning courses you must meet the below criteria:

- Living in the UK and aged 19+
- If you are aged 19-23 you must hold a full Level 2 qualification and not currently enrolled on an apprenticeship
- Aged 24 or above – free to everyone

Individuals who reside in the following devolved local enterprise partnerships (LEP) cannot be funded through us and will need to contact their local provider:

- Greater Manchester Combined Authority
- Liverpool City Region Combined Authority
- Cambridgeshire & Peterborough Combined Authority
- Cornwall Combined Authority
- West of England Combined Authority
- West Yorkshire Combined Authority
- North of Tyne Combined Authority
- Tees Valley Combined Authority
- West Midlands Combined Authority
- Greater London Combined Authority
- South Yorkshire Mayoral Combined Authority
- North East Mayoral Combined Authority
- East Midlands Combined County Authority
- Hull and East Yorkshire Combined Authority
- The Lancashire Combined Authority
- The Greater Lincolnshire Combined Authority
- Devon and Torbay Combined Authority
- Bunckinghamshire Council
- Surrey County Council
- Warwickshire County Council

You will also need to provide a personal statement (minimum of 100 words).

What Courses Can I Progress Onto?

- Other courses in Business & Management

Additional Information

This course is free of charge if you meet the criteria for funding. To be eligible for funding you must be aged 19 or over, have been living in the United Kingdom for the last three years and have not previously completed the course you are wanting to enrol on. Email: dl@rnntraining.co.uk

PLEASE NOTE

We make every effort to ensure information within our online course directory is accurate and a true representation of the courses we are offering in 2026-27. However, we do reserve the right to make changes if necessary.

Last updated: 27th November 2026