

Principles of Customer Service TQUK Certificate Level 2 (Online)



Adult

Employer Training

This qualification provides the knowledge and skills required by employers to work in a range of different environments in a customer service role. You will be able to develop essential knowledge of how to carry out customer service related tasks such as how to manage information and support events. Once you have completed the qualification you will be able to apply your knowledge in a variety of industries and job roles.

Bursaries availableThe Cornwall College Group (TCCG) is committed to helping as many adults as possible to access our courses and we may be able to offer support with essential equipment such as a laptop to complete your online course. Students would need to meet the criteria for ASF funding and for bursary to be eligible for a laptop. The laptop would only be loaned for the duration of your studies, so you would not be allowed to keep it afterwards. All laptops would need to be returned to Cornwall College St Austell after completion of your course. (Cornwall College St Austell, Tregonissey Road, St Austell, Cornwall, PL25 4D).Below is a link to our bursaries and funding page for adults including the link to apply for a bursary:[Funding Support and College Bursaries for Adult Learners](#)



Scan the QR Code for full course description, assessment and progression options from this course

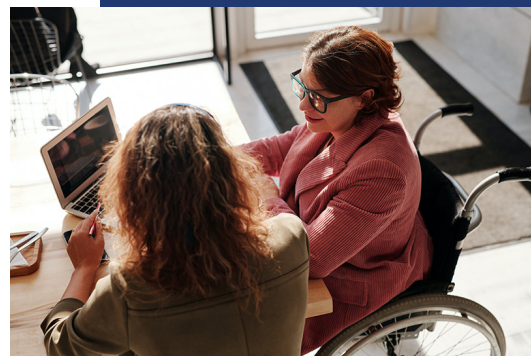
ENTRY REQUIREMENTS

Aged 19+ at the beginning of the academic year and will need to have the right to study in the UK and been a resident for a minimum of 3 years.



LOCATION & NEXT START DATE(S)

Online - As required
Online - As required



Find out more and
apply online



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LEVEL Level 2	DURATION 12 weeks
ATTENDANCE Distance Learning	FEES Tuition Fees: £0.00

Fees apply to adults and HE students only. Only the most common fees scenario is shown. Actual fees may vary depending on your personal situation. Please contact us for further information. Courses listed on this website are indicative of the subject, nature and level of study. The College reserves the right to alter specific qualifications titles, awarding bodies and levels of qualification, which can change in year. Any cost may also vary, based on personal funding eligibility. The Cornwall College Group reserves the right to withdraw any course listed at any time.

Explore Our Courses & Apprenticeships

Join us for a campus tour, meet our dedicated team, and get all your questions answered. Scan the QR code to register for our next Open Event or Taster Day.



Find out more and
apply online

