

Course Information Sheet



Course Code and Name: GL0057378 Cert-Principles of Customer ServiceL2

Venue: Online Learning

Start Date: Flexible, from 01 August 2023

End Date:

Day: Tuesday

Time:

Weeks: 12

Tutor: Rebecca Allen

Course: Adult Education in

Provider: Gloucestershire

Course Summary: This qualification provides underpinning knowledge on how to carry out customer service tasks

Eligibility: 19 years or above

How will the course be taught? Online/Distance

How will I know how well I am doing? Track progression on platform, feedback from assessor

Prior Knowledge: None

What do I need to bring? You will need access to a Phone or Tablet

How do I join the course, or find out more? Contact: Becci.Allen@gloucestershire.gov.uk

Cost: £724.00. It is free to eligible learners.

What course can I do next? Customer service roles or qualifications

Information and Advice for Progression: Contact: Becci.Allen@gloucestershire.gov.uk

Health and safety: N/A

Further information: Contact: Becci.Allen@gloucestershire.gov.uk