

## CACHE Level 2 Certificate in Customer Service for Health & Social Care Settings (QCF 18 Credits)

### What are the specific details?

<b>Duration</b>	You have up to eight weeks to complete the course.
<b>Venue</b>	Run via distance learning and can therefore be fitted around work and personal life.
<b>Cost</b>	Free (fully government funded)*.

This distance learning, knowledge based, qualification has been designed for learners who want to develop an understanding of how to deliver effective customer service in health and social care settings.

### Who is this course suitable for?

This knowledge based qualification is designed for learners already working, or learners who are looking to enter employment in the health and social care sectors.

### Do I need any experience?

There aren't any specific recommended prior learning requirements for this qualification.

### How is the course delivered?

The programme is delivered online by a range of assessments. These are assessed by the tutor throughout the programme from induction to completion.

### What will I gain from this course?

You will gain the CACHE Level 2 Certificate in Customer Service for Health & Social Care Settings (QCF 18 Credits).

### What will I learn?

Learners are required to undertake the following units:

- Unit 1 Preparing to deliver customer service in health and social care settings
- Unit 2 Effective communication for health and social care
- Unit 3 Teamwork in health and social care settings
- Unit 4 Understand the specific needs of customers accessing health and social care services

\*Learners must be 19 years+ and have lived in the UK/EU for 3 years.

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

✉ [business.solutions@gbmc.ac.uk](mailto:business.solutions@gbmc.ac.uk)

🌐 [www.northbrook.ac.uk/BusinessSolutions](http://www.northbrook.ac.uk/BusinessSolutions)

📍 **Northbrook Metropolitan College**, Business Solutions,  
17 Liverpool Gardens, Worthing, West Sussex, BN11 1RY