



**JP  
INTERNATIONAL  
TRAINING**

**CUSTOMER  
SERVICE  
LEVEL 2**



In collaboration  
with:



# ABOUT THE COURSE

Highfield e-learning has worked closely with some of the leading subject matter experts in the field of customer service to provide an e-learning course that covers the full knowledge elements of the Level 2 Award in Customer Service.

## Who is it for?

This course is suitable for learners working in all workplaces including both commercial and not-for-profit organisations. It is particularly beneficial for those learners wanting to take a customer service qualification.

## What does it cover?

The customer service course is a total of 4 modules written specifically to cover the entire knowledge element of the level 2 award. These modules are as follows:

1. Customer service principles
2. Customers' needs and expectations
3. Behaviour and interpersonal skills
4. Responding to problems and complaints

## What will learners achieve?

Learners will receive a personalised Highfield quality endorsed certificate upon completion of this course. They will also be able to go on to achieve the Level 2 Award in Customer Service.

## Course features

### Features for the Learner:

- Content suitable for the Level 2 Award in Customer Service
- Interactive exercises included in each module, along with multiple-choice questioning
- A final knowledge test upon the completion of each module

### Features for the Course Owner:

- Learner management system, including user groups
- Licence management for more cost-effective training
- Expanded reporting, including assessment feedback (offline version)

JP IAS provides price breaks on this e-learning course based on the total number of licences you purchase. The price breaks available are as follows based on user numbers:

Licences Purchased	Retail Price per Licence			Bulk Purchase Discount
01-04	£50	\$62	€56	10%
05-09	£50	\$62	€56	15%
10-19	£50	\$62	€56	20%
20-49	£50	\$62	€56	25%
50-99	£50	\$62	€56	30%
100-199	£50	\$62	€56	35%
200-500	£50	\$62	€56	40%

# CONTACT US NOW TO BOOK YOUR COURSE(S) AND TAKE ADVANTAGE OF OUR COMPANY BULK PURCHASE DISCOUNT SCHEME!

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