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Customer Service for Health and Social Care Settings

High-quality Learning Resources

One of the simplest, least complicated, yet often overlooked aspects of delivering health care is practicing good customer service skills. Patient satisfaction surveys repeatedly show that health care worker attitudes, manners and amenities encountered during patients' experiences at medical facilities weigh with similar importance to treatment processes.

Benefits to your organisation

Ensure your staff understand the types of customers who interact with health and social care services

Ensure all staff understand the principles and practice of customer service in health and social care

Improve your team's understanding of how to communicate effectively in a health and social care setting

Ensure employees understand the needs of customers who access health and social care services

Allow employees to gain relevant skills, knowledge and understanding, leading to improved experiences for those using your services

Create a stronger workforce by improving employees' understanding of teamwork in health and social care settings

Improve your team's ability to review their own skills, attitudes and knowledge in relation to customer service in health and social care

No cost

Ensure staff are able to identify current service standards that apply within health and social care settings

Provide better customer service by highlighting good problem-solving techniques

Ensure all staff know how to establish and maintain positive working relationships with customers

Places limited — sign up now

Benefits

No need to formally attend a college, meaning that you can learn in your own time

Further your personal and professional development

Receive a set of high-quality learner support materials that will be yours to keep and use as a reference

Achieve a nationally recognised Level 2 qualification

Receive support and guidance from a dedicated team of qualified assessors/tutors

How is it delivered?

Alongside the learning materials, you will have the support of a knowledgeable assessor/tutor who will give you advice and guidance on the course content as well as providing robust feedback on the work you complete.

Successful completion of this course ensures that the learner has fully understood these important principles and evidences knowledge of the subject area.

What is the cost?

Due to the availability of government funding, this qualification may be available at no cost - please enquire. Funded places are limited so please book early to secure your place. Funding is subject to learners meeting set eligibility criteria, which must be provided prior to the start of any course.

Please note that a fee is payable if learners decide to withdraw from the course and do not complete their assessments. Learners must want to independently enrol onto the course.

We are enrolling NOW... get in touch

If you are interested in finding out more about our courses and how they can benefit your staff and business, call:

ncfe.



Skills Funding Agency

0207 565 1333

or email learners@evolvelearninggroup.co.uk



Evolve
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