



**ETA**

CONSULTANCY SERVICES LLP

# Certificate In Customer Service In Health & Social Care Setting Level 2 NCFE/CACHE

Our new qualification enhances Customer Service in Healthcare, which will support you when you are dealing with residents, families, patients and internal and external customers within the Health and Social Care environment.

## What you will learn:

Preparing to Deliver Customer Service in Health and Social Care Settings

Effective Communication for Health and Social Care

Understand the Specific Needs of Customers and Patients Accessing Health and Social Care Services

Teamwork in Health and Social Care Settings

## The Benefits:

Achieve a nationally recognised Level 2 qualification

Improve patient, family and customer experience

Further your personal and professional development

Gain positive working relationships

Improve your skills in service delivery

Increase service standards

Learn at a time that suits you without the need to attend college

FOR MORE INFORMATION VISIT  
**ETACS.CO.UK**

Judith Moule: [judith@etacs.co.uk](mailto:judith@etacs.co.uk) | 07814 631143

Sally Cloughton: [sally@etacs.co.uk](mailto:sally@etacs.co.uk) | 07460 170214