

Course Introduction

Are you interested in a career in a Health and Social Care?

This award will provide you an introduction into the knowledge and understanding required to work with customers within the health and social care sector.

This NCFE employer recognised certificate, will enable you to look at the expectations of customers within health and social care settings and the standards and values that employees in these settings should uphold. You will explore a range of specific needs of customers accessing health and social care services and understand how to adapt communication styles and approaches for customers with specific needs.

You will also look at how the health and social care service environment could be adapted to accommodate individual needs and how to respond to behaviour that is challenging.

Qualification Structure

The NCFE Level 2 Award in Customer Service for Health and Social Care Settings mandatory units:



Preparing to deliver customer service in health and social care settings



Understand the specific needs of customers accessing health and social care services

Accreditation



This series of workshops is accredited by NCFE.

To gain accreditation delegates will be required to successfully complete all mandatory units.

HEALTH & SOCIAL CARE

Level 2 Award in Customer Service for Health and Social Care Settings

Outcomes

- ✓ Understand customer expectations in health and social care settings
- ✓ Know how self awareness can be used to develop the skills, attitudes and knowledge for effective customer service in health and social care settings
- ✓ Understand a range of specific needs of customers accessing health and social care services
- ✓ Know how to provide a safe, welcoming and inclusive environment for diverse needs

Delivery

Delivery: Face-to-face in groups or online **Duration:** 7 days

Timing: 10am - 3:30pm **Format:** Workbook completion with tutor guidance and support