



City & Guilds Level 2 Diploma in Customer Service (5530-02)

Career Development:

The City & Guilds Level 2 Diploma in Customer Service (5530-02) is a comprehensive qualification designed to enhance your customer service skills. These qualifications cater to individuals at various stages of career development – Whether you're entering or re-entering the workforce or already working in a customer service role.

Qualification Structure:

This diploma is a hybrid qualification, combining both competence and knowledge units.

Key Topics Covered:

Identifying Customers: Understand the characteristics and expectations of different customer groups.

Product and Service Knowledge: Familiarize yourself with your organization's services and products.

STUDY MODE

PT

LOCATION

Neath College - 0330 818 8100

COURSE LENGTH

1 year

Coleg Afan
Coleg Bannau Brycheiniog
Academi Chwaraeon Llandarcy
Canolfan Ragoriaeth Adeiladwaith Maesteg
Coleg Castell-nedd
Coleg Y Drenewydd
Coleg Pontardawe
Canolfan Adeiladwaith Abertawe

Afan College
Brecon Beacons College
Llandarcy Academy of Sport
Maesteg Construction Centre of Excellence
Neath College
Newtown College
Pontardawe College
Swansea Construction Centre



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