

Qualification factsheet

Qualification overview

Qualification title	NCFE CACHE Level 2 Award in Customer Service for Health and Social Care Settings NCFE CACHE Level 2 Certificate in Customer Service for Health and Social Care Settings		
Qualification number (QN)	603/3994/9 603/0483/2		
Total qualification time (TQT):	75 150	Guided learning hours (GL)	50 94
Entry requirements:	These qualifications are available for learners aged 14 years and over.		

About these qualifications

The level 2 award is designed to act as an introduction and enable learners to develop the knowledge and understanding required to work with customers within the health and social care sector.

The objectives of this qualification are to help learners:

- develop an awareness of customer service in health and social care
- understand the needs of customers who access health and social care services

The level 2 certificate has been developed to enable learners to develop the knowledge and understanding required to work with customers within the health and social care sector.

The objectives of this qualification are to help learners:

- develop an awareness of customer service in health and social care
- understand how to communicate effectively in a health and social care setting
- understand the needs of customers who access health and social care services
- understand teamwork in health and social care settings

Qualification structure

To be awarded the Level 2 Award in Customer Service for Health and Social Care Settings, learners must achieve a pass in 2 mandatory units.

To be awarded the Level 2 Certificate in Customer Service for Health and Social Care Settings, learners must achieve a pass in the 4 mandatory units.

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

Mandatory units

Unit 01 Preparing to deliver customer service in health and social care settings
Unit 02 Understand the specific needs of customers accessing health and social care services

NCFE CACHE Level 2 Certificate in Customer Service for Health and Social Care Settings

Mandatory units

Unit 01 Preparing to deliver customer service in health and social care settings
Unit 02 Understand the specific needs of customers accessing health and social care services
Unit 03 Effective communication for health and social care
Unit 04 Teamwork in health and social care settings

Assessment

These qualifications are assessed via a portfolio of evidence. The qualifications do not include an external assessment.

Progression opportunities

Upon achievement of their qualification, learners will be able to progress to higher learning in health and social care and other relevant sectors.

These qualifications are suitable for those interested in pursuing careers in the following areas:

- health and social care
- childhood studies
- community, youth and families
- social work
- early years
- primary teaching
- nursing



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**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***