



# 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 Chweraeon 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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