

Customer Service for Health and Social Care Settings



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| Subject Area | Health & Social Care |
| Course Type | School Leavers |
| Study Level | Level 2 |
| Delivery Mode | Full-time |
| Duration | 1 Academic Year |
| Start Date | September 2026 |
| Course Code | PA000062 |

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Course Summary

This qualification covers a range of key subject areas in Health and Social Care so is ideal for those school leavers who need to retake their GCSE Maths and English alongside a vocational qualification in Health and Social Care.

What You Will Learn

This qualification 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. This qualification will focus on the study of Customer Service in Health and Social Care. 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

Modules

- 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

Entry Requirements

Entry to this course requires a combination of grades 2 or 3 in GCSE Maths and English.

Progression

- This qualification does not provide a licence to practise, but may support progression into a range of job roles in the Health and Social Care sector including:
 - Care Support Workers in Adult residential settings
 - Healthcare assistants in community, primary care and acute health environments
 - Care Support Workers in domiciliary services, supported living or day services
 - Community-based Support Workers

Upon successful completion of this course you can either progress onto a full Level 2 Diploma in Health and Social Care / Foundation to T-Level depending on your Maths and English Language results.

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