

# Improving Service Standards

Positive working relationships with patients, families and residents.

Our new qualification enhances Customer Service in Healthcare, which will support you when you are dealing with residents, families, patients and internal and external customers within the Health and Social Care environment.



## Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve patient, family and customer experience
- Further your personal and professional development
- Gain positive working relationships
- Improve your skills in service delivery
- Increase service standards
- Learn at a time that suits you without the need to attend college

## What you will learn

- Unit 1 - Preparing to Deliver Customer Service in Health and Social Care Settings
- Unit 2 - Effective Communication for Health and Social Care
- Unit 3 - Understand the Specific Needs of Customers and Patients Accessing Health and Social Care Services
- Unit 4 - Team Work in Health and Social Care Settings



## Eligibility Criteria

- Aged 19+ (born before 01/09/1998)
- Lived in the EU for 3 years



Available  
fully funded

To find out more about this qualification, please contact:

Call: 01403 458004 | Email: [info@setas.org.uk](mailto:info@setas.org.uk) | Visit: [www.setas.org.uk](http://www.setas.org.uk)