

# Business & Enterprise

## Develop Customer Relationships

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### When does this start and end?

We have 2 different start dates for this course:

- 1 December 2022 - 2 December 2022
- 27 April 2023 - 28 April 2023

### What are the entry requirements?

There are no specific requirements to study this course, however, you may find it helpful if you have achieved a Level 1 qualification. You will need to complete written assignments using an acceptable level of English language.

### Need more information?

You can find out more about Northern College and the courses on offer by calling us on 01226 776000 or emailing us [courses@northern.ac.uk](mailto:courses@northern.ac.uk)

## Course description

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This course leads on from the Understand Customers course and is designed to provide learners with an understanding of how to develop customer relationships and the value of customer loyalty and retention to the organisation.

On completion of this course, you will achieve:

- NCFE Level 2 Develop Customer Relationships (Unit)

## Want to learn more?

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You can find out more about Northern College and the courses on offer at one of our Open Events [<https://www.northern.ac.uk/about-us/open-events/>]

## Location

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Northern College, Yorkshire [<https://www.northern.ac.uk/contact-us/>]

## Course fees and funding support

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## Course session dates

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Session dates for 1 December 2022 - 2 December 2022

- Thursday 01 Dec 2022 to Friday 02 Dec 2022

Session dates for 27 April 2023 - 28 April 2023

- Thursday 27 Apr 2023 to Friday 28 Apr 2023

## Course fees and funding support

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FREE\*

\* [This course is fully funded for eligible students.](#)

If you are not eligible, the cost of the course is £75.00. If you choose to stay residentially, and you are not eligible via the residential funding assessment, there will be an additional fee to pay. The vast majority of students are eligible to study and stay residentially for free and we will confirm when you apply.

**Last updated:** 7th October 2022