

Certificate in Principles of Customer Service

Summary

This course will provide learners with the underpinning knowledge that is required by employers to work in a range of different environments within a customer service role. Learners will develop essential knowledge of the principles and practices of providing effective customer service, including customer retention, resolving customer complaints and problems, and understand how customer service delivery affects customer expectations.

Course Provider	NCC Home Learning Warwick House, Riverside Business Park, Benarth Road, Conwy LL32 8UB 0333 3445 690 www.ncchomelearning.co.uk
Qualification Accreditation	NCFE (RQF)
Academic level	3
PET entry requirements	Level 2 English
Format of course material	Paper-based (or file transfer on request)
Structure of course	<p>Seven units</p> <ol style="list-style-type: none"> 1. The customer service environment 2. Principles of Business 3. Resolving customers' problems and complaints 4. Understanding customers and customer retention 5. Understanding how to monitor customer service interactions and feedback 6. Understanding equality, diversity and inclusion in the workplace 7. Understanding how to manage incidents and collaborate with other departments in a contact centre
Assignments	7 written assignments, all sent to learner at start of course. Assignments to be submitted one by one. Feedback is given within 10 days.
Exam	No
Estimated completion time	240 hours
Maximum course duration	12 months from purchase date
Prison support requirements	Support assessment submission (ideally scan to the tutor or post). It is recommended to make copies in case assignments get lost; contact supplier for tutor support or more info on assignment submission. See contact details are above in the 'Course provider' section.

Supplier tutor's support	Tutors will mark assignments and answer learner questions by email (via prison staff) or letter directly from learners.
Certificate	A certificate will be posted out to the learner upon completion of course.
Progress	To discuss any progression routes, call our free Advice Line on 0800 048 7520 on Tuesdays (10-12pm and 2-4pm) and Thursdays (10am-12pm and 2-6pm).