

Get into Customer Service with a short course



- Do you like working with customers?
- Are you passionate about going above and beyond?
- Are you able to think on your feet?

If so, this is the ideal opportunity for you.

This is best suited to those looking to begin or develop a career in a range of vocational roles including retail, call centre operations, sales, catering and hospitality, amongst many others.

All of our training courses come with accredited qualifications recognised by employers and support with entry into further education.

What does the course cover?

This qualification is designed to give you the core skills and qualities needed to offer an excellent level of customer service. The course will focus on:

- The importance of appearance and behaviour in customer service
- Communicating effectively with customers
- Working in customer service
- Applying legislation, regulation and organisational procedures for customer service
- Handling telephone calls from customers
- Recording and communicating customer problems
- Going above and beyond within customer service

This course is fully funded – subject to eligibility as follows:



Are 19 or over and do not already have a level 3 qualification



Already have a level 3 qualification or higher but earn below the National Living Wage annually (£20,319 from April 2023)



Already have a level 3 qualification or higher but are unemployed

How does the learning take place?

This course is available as an in-person course.

Your positive learning experience is our priority, so our coaches will be on hand to give support, answer questions, and provide direction whenever it is needed through regular workshops and unit tutorials.

The qualification will be assessed through a portfolio of evidence. This consists of a structured workbook and a range of practical activities that the learner will complete as part of the course with support provided from a qualified tutor.

Working across the East Midlands, we help people to gain the skills needed to enter into sustainable employment or progress in their chosen career.

Upon completion, the programme supports progression onto further qualifications such as apprenticeships or higher education.

What will I receive at the end?

At the end of the course, upon satisfactory completion, all learners will gain up to two qualifications accredited through City and Guilds:

- Level 1 Certificate in Customer Service
- Level 1 Certificate in Employability

Is it right for me?

- Are you looking to progress in customer service?
- Would you like to expand your knowledge and understanding of customer service?

If so, this is a fantastic opportunity to improve your knowledge and skills.

BOOK NOW

To find out more about this course and if it's right for you, scan this QR code today.

