

# Customer Service Award level 1

## Course Overview

Our Customer Service Award level 1 has been designed to prepare you for employment and support those who are new to the customer service sector. It will help improve your knowledge in customer service, providing you with the ability to understand what is required of you in the role or progress onto a higher-level qualification. This accredited qualification is suitable for you if you are 19+ and interested in improving your knowledge of the importance of customer service including how to satisfy customers' expectations. It is useful for anyone who is involved in the customer service process as part of their job role (paid or voluntary) and applies to a variety of work environments. This course is particularly suitable for anyone who is returning to work after a period of unemployment or to those wishing to improve their customer service skills, which is a skill that all employers value, or just to update your information on key current legislation. You will need to be committed to completing a full day of learning (9 am – 4 pm).

## What you will learn

In an increasingly competitive business world, customer service is more vital than ever. Therefore, you must be well-versed in the principles of keeping customers satisfied. Topics covered include: - how to deliver good customer service - different communication methods - how to provide good customer service in line with organisational procedures - how to effectively deal with customer queries, problems and complaints

## Entry Requirements

This is a level 1 course and although there are no formal entry requirements, a reasonable level of literacy is required.

## How you will be assessed

This qualification is assessed by short answer questions and multiple-choice exams.

## Course Progression

On completion of this award, your tutor will be able to provide advice and guidance on other programmes including distance learning options. This qualification will support you to gain employment by improving your confidence by gaining new skills and qualifications. For more detailed advice and guidance about future steps, you can make an appointment with one of our qualified career advisers who can support you in finding the most suitable career path for you and making the most of your skills and qualifications.

## What Happens Next

Apply online via the College website. You will then be invited to a pre-course information session. For applications via JCP, please let your Work Coach know. Subject to individual eligibility and type of benefit, the vast majority of courses are FREE to people in receipt of an employment-related benefit JSA, Universal Credit or ESA (Employment and Support Allowance).

## Course Details

<b>Course Code</b>	P00330
<b>Start Date</b>	Various
<b>Study Hours</b>	Part Time
<b>Duration</b>	1 week
<b>Campus</b>	City Skills Centre
<b>Level</b>	1

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