

## Certificate in Principles of Customer Service

### Summary

This course provides the knowledge needed to work in a range of different environments in a customer service role. You will develop an understanding of the principles and practices of providing an effective service, including customer retention and resolving complaints. You will also discover how customer service delivery affects customer expectations.

<b>Course Provider</b>	NCC Home Learning Warwick House, Riverside Business Park, Benarth Road, Conwy LL32 8UB 0333 3445 690   <a href="http://www.ncchomelearning.co.uk">www.ncchomelearning.co.uk</a>
<b>Qualification Accreditation</b>	NCFE
<b>Academic level</b>	Level 3
<b>PET entry requirements</b>	Level 2 English
<b>Format of course material</b>	Paper-based
<b>Structure of course</b>	<ol style="list-style-type: none"> <li>1. Understand the Customer Service Environment</li> <li>2. Principles of Business</li> <li>3. Understand How to Resolve Customers' Problems and Complaints</li> <li>4. Understand Customers and Customer Retention</li> </ol>
<b>Assignments</b>	7 written assignments
<b>Exam</b>	None
<b>Study hours</b>	200
<b>Course expiry date</b>	12 months
<b>Prison support requirements</b>	Facilitate tutor support via email. This often requires scanning learner assignments and emailing them to their tutor.
<b>Supplier tutor's support</b>	Yes - accessed with prison staff support
<b>Certificate</b>	Yes
<b>Progress</b>	We offer a wide range of progression options in management and business including an Open University Access course in Business and Law. Call our free Advice Line on 0800



	048 7520 on Tuesdays (10-12pm and 2-4pm) and Thursdays (10am-12pm and 2-6pm).
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