



apprenticeship

including:

- Level 1 Key Skills in Communication
- Level 1 Key Skills in Application of Number
- Employers Rights & Responsibilities (ERRs)
- Level 2 Technical Certificate in Customer Service



customer service

This qualification is directed at those working within a customer service environment within any industry sector. The course will cover the practical skills for dealing with people both internally and externally and learning to provide a good level of customer service.

mandatory units

- unit 101 Prepare yourself to deliver good customer service
- unit 105 Provide customer service within the rules

optional units - impression & image (choose at least 1)

- unit 201 Give customers a positive impression of yourself and your organisation
- unit 202 Promote additional products or services to customers
- unit 203 Process customer service information
- unit 204 Live up to the customer service promise
- unit 205 Make customer service personal
- unit 206 Go the extra mile in customer service
- unit 207 Deal with customers in writing or using ICT
- unit 208 Deal with customers face to face
- unit 209 Deal with customers by telephone

optional units - delivery (choose at least 1)

- unit 210 Deliver reliable customer service
- unit 211 Deliver customer service on your customers' premises
- unit 212 Recognise diversity when delivering customer service

optional units - handling problems (choose at least 1)

- unit 106 Recognise and deal with customer queries, requests and problems
- unit 213 Resolve customer service problems

optional units - development & improvement (choose at least 1)

- unit 214 Develop customer relations
- unit 215 Support customer service improvements
- unit 216 Develop personal performance through delivering customer service

choose a total of 5 optional units

