

LEVEL 1 CERTIFICATE IN CUSTOMER SERVICE

This qualification is designed to provide learners with the skills, knowledge and competences to operate successfully as customer service workers within a wide variety of industry contexts. It is suitable for learners aged 14 years or over. These qualifications will provide learners with an opportunity to:

- Gain the skills and knowledge as well as the correct approach for working within a customer service role across a wide cross-sector of industries where customer service is a requirement of the day to day job.
- Develop their skills for carrying out tasks in a service role such as, for example, dealing with routine and non-routine customer queries, effective customer communication skills using a variety of media, meeting customer needs, complaint resolution, customer relationship management and after-sales service

Learners will also gain the skills and knowledge required to prepare them for employment in a customer service environment. Such roles could include, for example:

- Trainee
- Call Centre Advisor
- Customer Service Advisor or Assistant
- Customer Representative or Agent
- Help Desk Support
- Receptionist
- Sales Administrator

Entry Requirements:

There are no formal entry requirements for learners undertaking the qualifications. However they may already be working within a customer service role or in a role with service-related responsibilities or looking to work within the customer service sector.

What Will I Study:

- Understand working in a customer service environment
- Communication in customer service
- Principles of personal performance and development
- Principles of working in a business environment
- Work with others in a business environment
- Deal with customer queries, requests and problems
- Communicate with customers in writing
- Make telephone calls to customers