

Is this course for me?

This qualification is suitable for you, if you aim to work in a job dealing with customers in a retail environment.

What will I learn?

This qualification will help you to gain the basic skills and knowledge needed for a career in customer service.

How much does it cost?

There is no cost to the learner for courses provided under the Job Centre Plus programme where the learner is in receipt of JSA/ESA (WRAG).

How do I achieve this qualification?

This qualification requires attendance at Harrow College (Harrow-on-the-Hill campus) for a 10-week period. You are required to achieve 22 credits from the 2 mandatory units and optional units covering all groups, as follows:

- Communicate using customer service language
- Follow the rules to deliver customer service
- Adapt behaviour to give a good customer service impression
- Deliver reliable customer service
- Recognize and deal with customer queries, requests and problems

How long will I study?

Up to 10 weeks.

What do I need to get onto the course?

- You must be in receipt of JSA/ESA (WRAG) and be referred to Harrow College by your Job Centre Plus Adviser.
- UK or EU passport holder, or ability to demonstrate 3 years of unbroken residency within the UK.
- Score at least Entry Level 3 or above on the Initial Assessment basic skills test.

How will I benefit from this qualification?

- You will have greater opportunities to develop new skills.
- You will receive recognition for your existing skills.
- You will improve your career progression opportunities by also addressing the units of the Level 1 C&G Award in Employability and Personal Development (QCF) and achieving this additional qualification.

How do I enrol?

To enrol on this course, your JSA Adviser should call a member of the Business Base team on 0208 909 6011 and arrange for you to attend an Induction at Harrow College, Harrow-on-the-Hill campus, Lowlands Road, Harrow, HA1 3AQ.