

Is this course for me?

This qualification is suitable for you, if you work in customer service and / or administrative role and if your role is to provide service to customers.

What will I learn?

This qualification will help you to further develop your skills and competencies, by incorporating organizational best practice within your role.

How much does it cost?

For more information on the cost please call a member of the Business Base Team on 0208 909 6011

How do I achieve this qualification?

This qualification is a practical work-based course, so you don't have to take exams and you don't have to attend college. To achieve this qualification you will have to gain 28 credits, 8 of these must come from the achievement of the 2 mandatory units. The evidence of your competence is generated from your day-to-day work.

Mandatory Units:

- Communicating using customer service language
- Follow the rules to deliver customer service

How long will I study?

Between 6 - 9 months.

What do I need to get onto the course?

- You must be working within a job role that relates to the qualification you are working towards.
- 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 get recognition for your existing skills.
- By completing this qualification, you will also develop better career progression opportunities.

How will your employer benefit from this qualification?

- Improved staff motivation and performance.
- The opportunity to ensure that staff CPD meets the national standards.
- Improvements in the service being provided to service users.

How do I enrol?

To enrol on this course, please call a member of the Business Base team on 0208 909 6011.