

Is this course for me?

This qualification will be suitable for you, if you are delivering and managing service and will be accountable in the area of practice. You should be working without direct supervisions or on your own, such as in a commercial customer service environment.

What will I learn?

This qualification will help you to further develop your skills and competencies, by focusing on best practise and personal performance management 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 42 credits, 12 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:

- Demonstrate understanding of customer service
- Demonstrate understanding of the rules that impact on improvements in customer service.

How long will I study?

Between 9 -12 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.