

Is this programme for me?

If you are working in a customer service and/or administrative role and dealing with customers, this course is for you.

What will I learn?

You will be able to develop 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 at Harrow College on **0208 909 6011**.

The programme content is as follows:

- Induction/Employee Responsibilities and Rights (ERR)
- Key Skills/Functional Skills: Application of Number L2 and Communication L2
- Knowledge: OCR Level 3 Certificate in Customer Service Knowledge (QCF)
- Personal Learning and Thinking Skills (PLTS): Independent enquiry; Creative thinking; Reflective learning; Team working; Self management; Effective participation
- Competence: OCR L3 NVQ Diploma in Customer Service (QCF)

How do I achieve this qualification?

Training and assessment is carried out both in the workplace and at the college to a mutually agreed delivery plan. Assessments may include observations, case studies, personal reports, witness testimonies, projects and questioning.

How long will I study?

Up to 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?

Please call the Business Base Team at Harrow College on **0208 909 6011**.