

## Certificate in Customer Service

This FREE versatile on-line qualification will help you to develop your customer service skills and boost your prospects for your first customer service job.

Learn more about the delivery of excellent customer service  
Improve your communication skills to strengthen relationships and interactions with customers and colleagues  
Develop the knowledge and principles that underpin outstanding customer care  
Gain or develop key transferrable skills applicable in a range of industries and sectors

Each unit contains an assessment to demonstrate your knowledge of each subject area. Once you successfully complete all four units you will achieve a Level 2 Certificate in Customer Service.

### Unit 1: Understanding the organisation

Factors that can affect an organisation and the customer service role  
Employee rights, responsibilities and organisational procedures  
Career pathways within customer service  
How employees are supported within the customer service role  
Organisation's policies and procedures

### Unit 2: Prepare to deliver excellent customer service

The principles of customer service in an organisation  
How customer needs and expectations are identified  
How to balance customer expectations against the organisation's offer  
How complaints are handled  
Legislation relating to customer service

### Unit 3: Communication in the customer service role

Methods of communication with customers  
How to handle customer service information  
How to work as part of a team to provide effective customer service  
How to meet the needs of a diverse range of customers  
The importance of promoting and evaluating products and services

### Unit 4: Understand customers\*

Cultural factors and how they can affect customer expectations  
How good customer service can positively influence customer loyalty  
How the reputation and image of organisations can effect customer perceptions

Identifying dissatisfied customers.

\*Mandatory for Lifetime Awarding students

Course duration

12 weeks

Recommended study

10 hours per week

Study requirements

Whilst an understanding of the sector would be advantageous no existing qualifications are required.

What computer software will I need?

To study online with vision2learn you will require the following:

An Internet enabled PC running Microsoft Windows operating system

A Web browser (JavaScript and Cookie enabled)

An active email account

Microsoft Word or a similar word processing software program. (You may need additional software programs for IT courses – please contact us for more information.)

Adobe Reader

Adobe Flash Player (version 9.0 or higher)

Supported Web Browsers

The following web browsers are currently supported.

Internet Explorer 11

Microsoft Edge \*

Google Chrome \*

Mozilla Firefox \*

\* Microsoft Edge, Firefox and Chrome follow a continuous release policy. We will support the last 2 major versions of each of these browsers.

Please ensure that your browser has JavaScript and Cookies enabled as this will be required in order to access our e-learning platform and courses. If you are still unsure, you can visit [whatismybrowser.com](http://whatismybrowser.com) to check your system meets with our minimum requirements.

## Entry Requirements

The course is aimed at those 19 years (as at 31st August 2020) and over.

Once we receive your application we will send you an email link to complete your registration.

When applying for one of our free courses you will be asked to supply a copy of your ID, which can be either a passport, driving licence, birth certificate or national identity card. If you were born outside the EU, you must have proof of residency status and you will need to provide a copy for our records. If you have declared you are in receipt of benefits you will also need to provide us with evidence of this.

Please note whilst there is no limit to the number of free courses you can complete, you can only study one free course at a time.

In some instances fully funded applications are subject to postcode eligibility.

## What's Next

### Your Options

	Start Date	End Date	Course Level
<b>Certificate in Customer Service (Part Time)</b>			
Online	02/08/22	30/07/23	2

