

Qualifications



Level 2 & 3 QCF Certificate in Customer Service

Helping you build lasting and beneficial relationships with your customers, you will proactively handle any issues that may occur in a professional, customer friendly manner. It will be made up of a mixture of modules which you will be able to pick yourself. These include:

In Level 2 you will cover:

- Communication using customer service language
- Promoting products and services to customers
- Giving customers a positive impression of yourself and your organisation
- Recognising and dealing with customer queries, requests and problems
- Developing customer relationships
- Following the rules of customer service

In Level 3 you will cover:

- Communication using customer service Language
- Leading a team to improve the customer relationship
- Giving customers a positive impression of yourself and your organisation
- Developing personal performance through delivering customer services
- The use of IT or other bespoke software
- Resolving customer service problems

Introducing the Qualifications and Credit Framework (QCF)

This new and improved work-based qualification is more flexible and accessible to a much wider audience than ever before. Allowing you or your staff to tailor your own training package, this is an opportunity for you to achieve recognition for what you already do well, as well as to improve skills quickly and easily while you work.

This is a chance gain qualifications without sitting through weeks, months or years of study and there are no exams to sit at the end!



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