Pre-entry Advice & Guidance Level 1 Diploma in Customer Service

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About this Pre-entry Advice and Guidance.

This guidance will provide you with:

1. Course information – including what you will learn and how you will be assessed
2. Course entry requirements
3. Progression pathways – future learning and/or employment
4. Your next steps

This guidance should help you decide if this is the right course for you.

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Course Information

Course Title	Level 1 Diploma in Customer Service
Level	1
Awarding Body	City and Guilds
Duration	2/3 years
Course entry requirements	None

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Course Title

Level 1 Diploma in Customer Service

Content

Level 1 will suit you if you are new to customer service, and are looking to gain basic knowledge, understanding and experience of dealing with customers.

You complete two core units:

- Communicate using customer service language
- Follow the rules to deliver customer service.

You choose at least one optional unit from each of three groups:

- Impression and image group
- Delivery group
- Handling problems group.

Examples of units include:

- Deal with customers face to face (Impression and image group)
- Go the extra mile in customer service (Impression and image group)
- Deal with customers across a language divide (Delivery group)
- Use questioning techniques when delivering customer service (Delivery group)
- Resolve customer service problems (Handling problems group)
- Deliver customer service to difficult customers (Handling problems group).

How is the course assessed?

This course is assessed by a mixture of practical competence and completion of practical workshop portfolio and online exams.

Progression

Progression from Level 1 is through to Level 2 through our Apprenticeships NI programme. You can start as a Customer Service Administrator, Advisor, Representative or Assistant salart starting from £20,000 annually.

Additional Info

Additional Support

Additional support is available for you in class and for exams if you have a confirmed disability, learning difficulty or long-term medical condition.
You just need to fill out a form and you will be referred to Ability Action for support.

Essential Skills

OCN qualifications available in: Literacy and Numeracy at Entry Level, Level 1 and Level 2 and in ICT from Level 1 to Level 2. Compulsory component of your course if you do not have a GCSE Grade C in English and Maths. Essential Skills Level 2 is comparable to GCSE Grade C.

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What Happens next?

Enrol for your course online at www.springvalelearning.com

We will contact you by mobile telephone to confirm your details and arrange a tour of our facilities.

You will then fill in an expression of interest form.

We will then send you out an offer letter.

Then simply contact us to confirm that you are accepting your place on our course.

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Enrol today

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