

Free Online Course - Level 2 Certificate in Principles of Customer Service

2023/24

Inspiring Lives, Discovering Futures

The Course

In brief...

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

Our Enrolment Process is complete online and you will be assisted every step of the way by one of our team members.

If you require any further information, please call James Sewell on direct line 01202 205800 or email on sewellj@bpc.ac.uk

Who is it for?

Whether you're interested in learning for work, career progression or self-development, our range of nationally recognised courses provide a flexible blended approach to your learning.

For each qualification the learner receives a hard copy/learning pack, which contains all the theory and knowledge a learner will need to achieve these Level 2 qualifications. We use an online learning platform known as eAssessor to submit your answers to the course, the course is broken into topics/sections and you submit your studies to your assessor for feedback as you work your way through.

What the Course Leads to

What courses can I do after this?

At the College we currently have exciting Adult (+19 years of age) training and development opportunities available; we are offering a full range of blended online distance learning qualifications.

Qualifications on offer:

- Lean Organisation Management Techniques
- Principles of Business and Administration
- Principles of Team Leading
- Retail Operations
- Principles of Warehousing and Storage
- Equality and Diversity
- Understanding Safeguarding and Prevent Programme
- Awareness of Mental Health Problems
- Certificate in Understanding Children and Young People's Mental Health

Key Information

Duration

4 Months

Attendance

Online

Level

Other Courses

Qualification Name

Certificate

Awarding Body

NCFE

- Understanding Specific Learning Difficulties
- Understanding Care & Management of Diabetes
- Understanding Behaviour that Challenges
- Understanding Autism
- Principles of Dementia Care
- Principles of Data Security and Data Protection

What do I need to apply

To do this course you should have...

These funded courses are available for anyone that is 19 years old and over, that have lived in the EU/UK for the past 3 years.

No previous experience or knowledge of this subject is required.

No work experience required.

Course costs

Costs

These courses are offered 'free' on the proviso that the course is completed. If you fail to complete any course, you will be liable to pay a £125.00 administrative fee.

Please Apply Now using our Online Enquiry Form - Web link <https://www.thecollege.co.uk/adult-skills/free-online-courses>

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Associated Costs

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Course Content

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What you will learn:

Principles of Customer Service and Delivery

Understand Customers

Understand Employer Organisations

Understand How to Communicate with Customers

Understand How to develop Customer Relationships

Understand How to resolve Problems and deliver Customer Service to challenging customers

Understand how to develop working Relationships with colleagues

Next Steps ...

Email: enquiries@thecollege.co.uk

Telephone: 01202 205205

Web: www.thecollege.co.uk

Live chat available on the website

