

# NCFE Level 3 Certificate in **Principles of Customer Service**



## Advanced Learner Loan

If you are aged 19 or over and have lived in the UK for 3 years or more, you may be able to start this course without paying a penny upfront through the Advanced Learner Loan scheme. Call us on **01757 606 600** or email **sales@theskillsnetwork.com** for more information.

## Course overview

**More than 80% of business leaders in the UK believe that customers are not only the biggest pressure point for businesses, but also the most influential drivers of change. Ultimately, the customer service industry is one of the most popular and rewarding industries to work in.**

This nationally recognised qualification will help you gain and develop a career in the customer service industry, and will provide you with the knowledge and skills which are essential to all job roles that involve working with customers. Do you want to work in this competitive yet exciting environment? Complete this course to get ahead of the competition by exploring important aspects of the sector.



## NCFE Level 3 Certificate in **Principles of Customer Service**

### Who is suitable?

This course is ideal for those who wish to learn about communication in customer service, the delivery of customer service in different sectors, and how to make improvements to customer service.

### Learning method

Studying via distance learning means you can choose when and where you study.

This course is available:

 **Online.**

The online course is available on The Skills Network's online learning platform, **EQUAL**. Online learning with a difference, **EQUAL** features:

- **Exciting and engaging content**
- **Interactivity – featuring videos and games to enhance learning**
- **Virtual tutors who offer hints, tips and guidance throughout the course.**

### What you will learn

**This course is split into seven manageable units:**

- Understand the customer service environment
- Principles of business
- Understand how to resolve customers' problems and complaints
- Understand customers and customer retention
- Understand how to monitor customer service interactions and feedback
- Understand how knowledge and resources and service partnerships are used to support customer service delivery
- Understand equality, diversity and inclusion in the workplace.

### Benefits

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the customer service industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed.

### Entry requirements

- Learners must be over the age of 16.