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| **Introduction to Customer Service**  leading to **Ascentis Entry 3 Award in Customer Service**  (Courses are offered subject to viable numbers.) | |
| This course is for: | Adult learners who are looking for an introduction to the customer service environment and want to gain employment in this area.  **The programme is split into two parts, the first part is an introductory course, that leads to an Entry Level 3 qualification course to extend your skills and knowledge in customer service.** |
| What will I learn: | Course content below is subject to change based on prior knowledge and skills of each cohort.  **Introduction**  Introduction to customer service  Working as part of a team  Body language  **Qualification**  **Understand the benefits to the organisation of good customer service**  - Give examples of good practice in customer service  **Understand the possible consequences of poor customer service**  - Give an example for each of how poor customer service can affect:  a) Customers  b) The organisation  c) Staff  **Understand the value of first impressions**  -State why it is important to make a good first impression  - Give examples for each of how to make a good impression:  a) Face to face  b) On the telephone  **Understand positive verbal and non-verbal interaction with customers**  - Demonstrate appropriate ways of communicating with customers verbally  - Give examples of non-verbal communication  - Show how non-verbal communication can be used positively in a face-to-face situation  **Understand that respect for the individual is at the heart of good customer service**  - State why it is important to maintain customer confidentiality  - State why it is important to respect the needs of customers from different cultures and backgrounds  **Understand his/her role in dealing with complaints from customers**  State how to report a complaint made by a customer |
| Knowledge and skills needed: | You will need some basic computer knowledge - using a keyboard, mouse/touchpad, logging on to a computer and Internet searching.  Entry Level 3 literacy skills are needed. On this course you will need to be able to:   * follow verbal and written instructions and work through them at your own pace * listen and join in group discussions * jot down notes to record relevant information * keep your work organised in a file * use a PC/laptop or tablet for research/present your work and to undertake the e-assessment. |
| Materials needed: | At enrolment, you will need your NI number and proof of benefits (if applicable).  Your tutor will provide most of the learning resources, but you will need to come prepared to the lessons with an A4 pad; pen and folder or file to keep your work organised.  It will be an advantage, but not essential, if you have access to the internet at home to extend your learning. |
| How will I learn: | Each session will consist of a dynamic tutor presentation followed by a range of activities including demonstrations, discussion and using computers/iPads.  There will be plenty of revision and practice to build on previous learning. You will receive regular verbal and written feedback from the tutor to help you make good progress and prepare you for the end of course examination.  Your progress will be monitored by a portfolio of tasks completed during the course. To achieve the E3 Award accredited by Ascentis you will need to successfully complete all tasks/assignments.  It is expected that you complete some work at home between sessions to consolidate and extend learning. |
| Progression routes: | On completion of this course, SCLS offers you progression to qualifications in Entry 3/Level 1 Awards in Equality & Diversity, Level 1 Award in Business and Enterprise, Preparing to Work in Schools or L1 Award in Customer Service.  Alternatively, you can progress to other non-accredited courses including: employability courses, education and training or ICT.  Ask your tutor for advice and a copy of the progression ladder.  SCLS offers a range of Functional Skills courses from Entry 1 up to Level 2 if you need to brush up your maths and English skills or require a qualification to support you with your career path.  Sefton @ Work will be able to provide independent information, advice and guidance to support you making informed choices for progression into further education, volunteering or employment. |