



Business Support

Customer Service Up-Skilling Level 2 and 3 Programme

Level 2 Customer Service – Target Learner: Front Line Staff

Level 2 Award in the Principles of Customer Service

This award has been developed to meet the requirements of frontline Customer Service staff who engage with internal and external customers by providing introductory knowledge in customer service. It is recognised as a knowledge-based unit qualification for the sector and it can also be embedded into existing/new provision. The qualification will expose learners to practical techniques that can be applied to the workplace including models of best practice.

Through completion of this award, learners will be able to appreciate the vital role they play, as employees or potential employees, in contributing to the quality of customer service.

Level 3 Customer Service – Target Learner: First Line Managers and Supervisors

Level 3 Award in the Principles of Supervising Customer Service Performance

This award will provide in-depth knowledge of how to manage customer service performance. The unit qualification is appropriate for supervisory and management staff to enable them to support their staff in providing excellent customer service in the workplace. It is recognised as a knowledge-based unit qualification and it can also be embedded into existing/new provision. The qualification will expose learners to practical techniques that can be applied to the workplace including models of best practice.

Through completion of this award, learners will be able to appreciate the vital role they play, as supervisors or potential supervisors, in contributing to the quality of customer service.

Programme Eligibility

There are no eligibility criteria for employees to access this course.

Funding Eligibility

Funding may be available to support learners. Eligibility for access to funding will be based upon;

- Company Size / number of employees
- Level of previous qualifications gained by individual learner

Delivery

- Flexible on workplace premises or college premises
- Day or Evening Classes
- Level 2 - 1 credit (12 hours learning time)
- Level 3 - 2 credits (22 hours learning time)