



FREE ONLINE LEARNING CUSTOMER SERVICE SKILLS LEVEL 1

Who is this course for?

This qualification is designed to support learners to become independent, self motivated and valuable employees through teaching them both employability and customer service skills through free, online learning.

It is also relevant for people in a current customer service role looking to develop their skills (even if they are currently on furlough) resulting in the achievement of a nationally recognised qualification.

What does the qualification cover?

The programme aims to support and develop long term learning by delivering 5 Sessions. Learners will complete the assessments throughout the programme enabling them to build on knowledge throughout.

Topics include:

- Principles of Customer Service
- Understand the different types of customers and their needs
- Identify methods of communication
- Understand verbal and non-verbal communication
- State how body language can impact customer service
- Be able to understand what is meant by customer satisfaction and their expectations

How is the course delivered?

This course is completed via our online learning platform, supported with interactive resources and webinars to cover the key topics where you can interact with a tutor and your peers. You will be supported throughout by one of our tutors who will review your progress.

Course overview



START DATE

Flexible



LEVEL

1



DURATION

1 week: 1-hour webinar per day, plus 5 hours workbook submission.



DELIVERY

Online classroom sessions



QUALIFICATION

Level 1 Award in Customer Service