

## Certificate in Customer Service and Professional Development Level 2 Active IQ

### Course introduction

This programme is a nationally recognised qualification and will enable you to develop a thorough knowledge and understanding of customer service and the skills required to work effectively with customers and others as well as an insight into employability skills and your own personal and professional development.

### What subjects will be covered?

The following areas will be covered, including:

- Who are your customers
- Delivery of effective Customer Service
- Principles of Customer Service
- Understand how customer needs and expectations are formed and how to meet them
- Principles of responding to customers' problems or complaints
- Importance of team working skills in the Customer Service environment
- Overview of Customer Service legislation
- Skills required to deliver effective customer service
- Communicating effectively with customers and others
- How to apply Customer Service improvements and develop yourself
- Overview of CV Writing, Interview Techniques and Employment Rights and Responsibilities
- How to use SWOT and Training Needs Analysis for own personal and professional development

### How long is the course?

The duration of the course is 4 full taught module days with a tutor from TSP Learn. Assessment requires you to work through a workbook and answer questions relating to the subjects above.

### Entry requirements?

There are no formal entry qualifications required to join the course. The course is delivered in a group format and includes the use of a workbook. Candidates should have a basic ability to read, write and understand spoken English.

### After the course?

Candidates may wish to consider an Apprenticeship course if they are moving into work.

### What is the next step?

Fill out an enrolment form and we will check your eligibility to receive funding support to join a course. Full funding is usually available for unemployed adults aged 19 and over who are in receipt of benefits.

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