

# Course Information Sheet

## Award in Customer Service Level 1



**Course Summary:** Master the fundamentals of excellent customer service in just two days! This Level 1 qualification will equip you with the skills and knowledge to confidently interact with customers and leave a lasting positive impression.

**Course Description:** This intensive two-day course is designed for those with no prior experience in customer service. Through a blend of interactive learning activities, discussions, and practical exercises, you will gain a solid foundation in the key principles of customer care. You'll learn how to effectively communicate with customers, handle enquiries and complaints professionally, and build strong relationships that foster customer satisfaction and loyalty.

### What will I learn?

- The importance of customer service in today's business environment.
- The qualities and attributes of a successful customer service representative.
- Effective communication skills for interacting with customers in person, on the phone, and online.
- Techniques for handling customer enquiries and resolving complaints effectively.
- Identifying and exceeding customer expectations.
- Dealing with challenging customer interactions and conflict resolution.
- Customer service policies and procedures.
- Using technology to enhance the customer experience.

### How will I be assessed?

- Formative assessment will be ongoing throughout the course through participation in discussions, group activities, and role-plays.
- Summative assessment will involve a written exam and a practical customer service scenario.

### Who is this course for?

This course is ideal for:

- Individuals with no prior experience in customer service seeking to enter the field.
- Those currently working in customer service roles who want to refresh their foundational skills and knowledge.
- Anyone interested in developing their communication and interpersonal skills for a variety of career paths.

### Progression Opportunities:

Upon successful completion of this course, you can progress to:

- Award in Customer Service Level 2
- Diploma in Customer Service
- A range of customer service specific apprenticeships

#### **Career or Job Enhancement Pathways:**

This course can be a stepping stone to a variety of careers in customer service, including:

- Customer Service Representative
- Call Centre Agent
- Receptionist
- Retail Sales Assistant
- Hospitality Worker

#### **How do I enrol?**

To apply for this course online at [www.oucoursesouthwest.co.uk](http://www.oucoursesouthwest.co.uk) and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.

#### **How will the course be delivered?**

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

#### **Will I need to practise outside the classroom?**

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

#### **How will I know I'm making progress?**

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

#### **What will I need?**

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

**Please note:**

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA).

It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.oucoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

