NCFE Level 1 Certificate in Customer Service

DELMON ACADMY

Certificate overview

This qualification is for learners working in or aspiring to work in customer service. It develops essential skills and knowledge to handle customer queries, communicate effectively, and meet customer needs efficiently, while understanding the key principles of excellent customer service.

Learning Outcome

- Customer Service Fundamentals:
- Understand the importance of customer service, factors affecting it, and how to handle customer queries and problems effectively.
- Communication Skills:
- Communicate professionally with customers and colleagues to ensure clear and positive interactions.
- Problem Solving & Action:
- Gather, record, and process customer information, and refer or resolve issues efficiently.
- Teamwork & Collaboration:
- Work effectively with others in a business environment to achieve shared goals.
- Personal & Professional Development:
- Manage own work, improve performance, and continuously develop professional skills.
- Organizational Knowledge & Values:
- Understand organizational structure, employee rights, confidentiality, equality, diversity, and environmental sustainability

Certificate Units

- Unit 01 Understand working in a customer service environment. (L/506/2083) (3 credits)
- Unit 02 Communication in customer service (Y/506/2085)(2 credits)
- Unit 03 Principles of personal performance and development (L/506/1791) (3 credits)
- Unit 04 Principles of working in a business environment(R/506/1792) (4 credits)
- Unit 05 Work with others in a business environment (Y/506/1793) (2 credits)
- Unit 06 Record details of customer service problems (A/506/2094) (3 credits)
- Unit 07 Deal with customer queries, requests and problems (A/506/2113) (3 credits)
- Unit 11 Process information about customers (R/506/2134)(3 credits)

TRAINING METHODOLOGY

- Higher thinking skills; Presentation, Discussion, Classroom activities and Practical skills.

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151 HOURS.

Internally assessed and externally quality assured portfolio of evidence.

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