



HCT

Progressive, Innovative & Interactive Training



Customer Service

LEVEL 5



QQI AWARD

www.hctlearning.ie



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QQI AWARD

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Customer Service 5N0972

Programme Aim: To provide learners with the opportunity to develop the knowledge, skills, and competencies necessary to deliver quality customer service skills in any industry. It is well known that strong customer service pays great dividends to an organisation's long-term stability and growth. Our programme is designed to provide participants with the knowledge and skills required to become customer focused, to identify consumer legislation, to understand quality service, policy and practices which will enable learners to deal with difficult queries, and will help them to perform effectively as a customer services representative of an organisation.

Participants of this programme will:

- Understand the role of customer service in an organisations effectiveness
- Understand the roles and responsibilities of a representative of an organisation and work effectively as part of a team
- Acquire a range of verbal and non verbal skills in order to meet customer needs, handle customer complaints, and deliver good customer care
- Become familiar with consumer protection legislation, appreciate the rights of all customers

Programme Content

- Identify key features of good customer service, from first impressions to meeting customers needs
- Understand consumer legislation and associated regulatory organisations providing customers with protection
- Demonstrate excellent customer service that will enhance an organisations effectiveness and success
- Apply and develop your own personal skills, qualities and attitudes to provide outstanding service to customers
- Be capable of observing customers behaviour and be capable of mirroring to build relationships
- Be capable of dealing with challenging situations

Specific Support Available

A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme

Programme level	This programme leads to a Level 5 on the National Framework of Qualifications
Progression and Credit Value	This programme can be used as 15 credits towards Office Administration QQI Level 5 5M1997. Learners can transfer to another programme. HCT must be notified on day one of the programme that you wish to transfer free of charge, after day one the fees for the new programme will apply
Duration	This programme will run for 6 contact days depending on the project and will require participants to complete some work in their own time
Who should attend this course	People seeking skills in or looking to gain formal qualification in providing effective customer service skills
Required fluency in generic skills	Learners entering a programme leading towards an award at Level 5 will usually be proficient at reading, drafting, preparing and understanding information across a broad range of topics, including quantitative information. Learners may solve problems well, independently and as part of a group. Learners participate well in a chosen area of expertise, using a range of tools and procedures, responsibly and autonomously
QQI Assessment	Participants who wish to achieve a QQI Component Certificate must complete 20% examination, 20% assignment, and 60% Skills Demonstration
Resources Required in Order to Successfully Complete the Module	Some personal learning / study time will be required from participants. Programme packs, assessment briefs and some equipment will be provided as part of the programme
Specific Entry/Access & Exemptions required	A learner seeking entry to a programme leading to awards at level 5 does not need a previous formal qualification. HCT would highly recommend that learners have achieved some certification at Level 4 or have relevant work/life experience. Recognition of Prior Learning may be considered to gain access without having certification entry requirements, to gain exception within a programme, attain an award based on experience which they don't hold formal qualification in, contact our office for more information

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