



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 QQI Level 5 5N0972

Programme Aim: to provide learners with the opportunity to develop the knowledge, skills and competencies necessary to enable learners 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 customers 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 regardless of gender, marital status, family status, sexual orientation, religion, age, disability, race or culture

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
- Be able to 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	Marketing Major Award, 5M2069, This programme is worth 15 credit of 120
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 are 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 predicable 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 Collection of Work 50% Skills Demonstration 50%
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 a 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 that learners have achieved some certification at Level 4 or have relevant work/ life experience

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