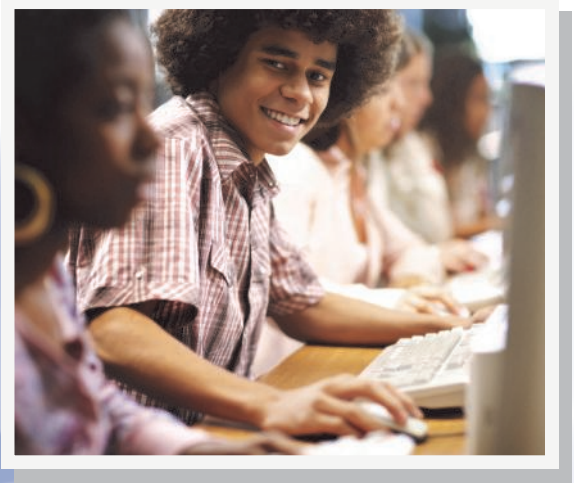


CUSTOMER SERVICE

CUSTOMER SERVICE QUALIFICATION

The Customer Service qualification is suitable for all types of work roles across a wide range of organisations - whatever your role you are generally delivering some kind of customer service. As a learner you could be working in retail, an office or a hairdressing salon. Additionally good customer service gives an organisation a competitive 'edge'. The skills that you learn throughout the qualification are invaluable. You will learn how to handle situations and understand the requirements for your particular sector. Some areas you will cover are:

- How to maintain a positive and customer friendly attitude
- Recognise queries, requests and problems and how to deal with these
- Communicate effectively with all types of customers
- Understanding the rules and regulations for delivering the service to customers.



E-Learning with the JACE Learning Platform

E-Learning is designed to support teaching and learning in an educational setting, our brand new JACE Learning Platform (JLP) is available to our students to access over the Internet. It offers you the opportunity to learn and submit work online and will support and develop the training you receive during workshops and in your own workplace.

Learning Methods Available from JACE:

- ◆ Full time & Part time
- ◆ Day Release and On-Site Workshops
 - ◆ Distance Learning
 - ◆ Online study via our JLP
- ◆ In person at our training centres



CUSTOMER SERVICE

CUSTOMER SERVICE APPRENTICESHIP



Apprenticeships are an excellent way of gaining qualifications and workplace experience. As an employee you can earn as you learn whilst you gain practical skills from the workplace. The Customer Service qualification will enhance your skills, improve your confidence enabling you to progress within your chosen career.

As a customer service apprentice, you will regularly assist customers. Your duties will vary but in most cases you will be making sure customers are dealt with in a positive, reliable and pleasant way. This could be by offering advice, answering questions or dealing with complaints.

Level 2 - Intermediate Apprenticeship

Examples of jobs :

- ◆ Customer Service Administrator
- ◆ Receptionist
- ◆ Retail/Service Assistant
- ◆ Contact Centre Operative

Level 3 - Advanced Apprenticeship

- ◆ Supervisor
- ◆ Team Leader



Funding Routes to Help Costs:

- ◆ Full funding is provided & training is free for applicants aged 16-18 years
- ◆ Funding routes are available to those aged 19 years and above

Our courses run all year round so you can apply whenever you want!

Are you ready for a new challenge?
Why not telephone us today on 0845 241 7738
or apply online at: www.jace-training.co.uk



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