

## **Course Information**

### **NCFE Foundation/Intermediate Certificate in Customer Relations**

#### **Who is the course suitable for?**

It is suitable for anyone involved in dealing with customers within a workplace situation. You do not need to have any formal qualifications in order to follow this course but you will need to demonstrate commitment and motivation to work through the specially prepared distance-learning materials.

#### **Course aims**

The course aims to provide you with an increased understanding of customer service when dealing with customers and the opportunity to update and improve your customer service skills.

#### **What is included in the course?**

The course will cover the following areas:

- Delivering excellent customer service
- Meeting the needs of the organisation
- Improving organisational performance
- Developing customer service skills

#### **Course delivery and assessment**

You will be provided with a series of workbooks for the programme which you can work through at your own pace and at times convenient to you. The workbooks contain the knowledge you require to progress towards achieving the qualification with activities to allow you to practise skills and test your learning.

You will work through the learning materials and complete assessment tasks at the end of each unit. Learning activities and assessments are based on a combination of knowledge and skills learned on the programme and work-based activities and experience.

This course can also be delivered as workshops in your workplace or at an identified venue.

On successful completion of the 4 units you will be awarded a certificate.

#### **Progression opportunities**

There is a wide range of industry-specific NVQs and other vocational qualifications that include aspects of customer relations. For example, you could progress on to NVQs in Customer Service or Retail Operations.