

Students will have the unique opportunity to gain practical skills through our NVQ accredited Vocational Qualifications in Customer Service and Business Administration.

They will also develop employability skills to equip them for their future careers which will enable them to progress to further education if they wish to do so.

A. CUSTOMER SERVICE

OCR Level 1 NVQ Certificate

The level 1 NVQ certificate in Customer Service is designed to reflect the skills and knowledge of people who are thinking about a career or working in a job which involves dealing with customers. It is appropriate for you if you want to gain the basic knowledge and skills needed for a career in customer service.

The course content includes, but not limited to;

- Understanding working in a customer service environment
- Communication in customer service
- Principles of personal performance
- Principles of working in a business environment
- Working with others in a business environment
- Taking details of customer service problems

OCR Level 2 NVQ Certificate

The OCR Level 2 NVQ in Customer Service is for candidates who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing. The course content includes;

- Communicating using customer service language
- Following the rules to deliver customer service
- Processing information about customer
- Giving the customer a positive impression about yourself and your organization
- Dealing with customers face-to-face
- Dealing with Incoming telephone calls from Customers
- Recognise diversity when delivering customer service