



QQI - Course Profile Sheet



COURSE TITLE: Customer Service		COURSE CODE: 4N1989
NQF Level: 4	Credit Value: 10	Category of Award: Minor
Course Duration:	4 days	
Entry Criteria:	To access this award the learner should have reached the standards of knowledge, skill and competence associated with level 3 of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.	
Course Outcomes: By the end of this training course you will:		
<ol style="list-style-type: none"> 1. Explain the principles of customer service. 2. Outline the importance of customer service to the development and success of an organisation 3. Distinguish between internal and external customers and their respective needs. 4. Outline the role of communications in customer service to include writing and listening skills, appropriate use of language, personal interaction, body language. 5. Identify key customer service activities within a work, social or voluntary environment to include handling enquiries, customer charter, complaints procedures. 6. Identify the key roles of a range of individuals involved in providing customer service. 7. Assume responsibility for dealing with customer complaints in a range of familiar and unfamiliar situations to include knowing how and when to refer complaints to a supervisor or manager when necessary. 8. Use with confidence the personal and practical skills required to carry out customer service interactions and responsibilities to include verbal and written skills using a range of technologies. 9. Use the procedures, information sources and documentation associated with customer service in a work, voluntary or community environment. 10. Provide effective customer service to include consideration of specific customer needs. 11. Participate in group or team based activities that contribute to effective customer care. 		
Assessment Format:	Portfolio / Collection of Work 100%	
Progression Options:	Successful completion of this component award enables the learner to transfer to programmes leading to other certificates where this component is a mandatory or an elective requirement.	
Policy on Reasonable Accommodation:	If you as a learner are aware of any challenge that may prevent you from succeeding on this programme of learning please be aware that you may apply for 'reasonable accommodation' as part of our policy on Fair and Consistent assessment of learners Section 6:4. In most cases we are in a position to offer a reasonable accommodation remedy at no extra cost to the learner. In some instances, a fee may be applied. Applications for reasonable accommodations are examined on a case by case basis as no two learning challenges are the same. In instances where a fee would need to be applied the learner would be notified in advance.	
English Language Proficiency:	This course is delivered and assessed in English and is suited to learners with a language proficiency ranging from CEFR B2 – C2. If you are unsure about your level of language proficiency, we will provide a simple English language assessment for your convenience.	
Additional Charges:	<p>We make every effort to ensure that all services associated with your course fall within the course fees as advertised. Other services that learners may need to avail of but fall outside of the course fees are:</p> <ul style="list-style-type: none"> • Late Submission/Extension fees - €60 • Resubmission of assessment for remarking €40 (1st Assignment) & €20 (all subsequent assignments). • Tutorials 75€ per hour. • Please see learner handbook page 40 for more information and exemptions. 	

For Further information on this course contact our office on 051 385720 or email Jim@newlinkstraining.com