



# QQI - Course Profile Sheet



<b>COURSE TITLE: Customer Service</b>		<b>COURSE CODE: 5N0972</b>
<b>NQF Level: 5</b>	<b>Credit Value: 15</b>	<b>Category of Award: Minor</b>
<b>Course Duration:</b>	<b>5 days</b>	
<b>Entry Criteria:</b>	To access this award the learner should have reached the standards of knowledge, skill and competence associated with level 4 of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.	
<b>Course Outcomes: By the end of this training course you will:</b>		
<ol style="list-style-type: none"> <li>1. Examine the principles of customer service within a range of environments.</li> <li>2. Identify the key features of good customer service, to include distinguishing between different kinds of customers, making a good first impression, meeting customer needs, catering for diversity and disability, understanding and responding to customer perceptions.</li> <li>3. Explain the standards or rating system by which customer service is developed and measured in an industry-specific area.</li> <li>4. Identify, for a vocationally-specific area, key elements of consumer legislation and the functions of 2 associated regulatory organisations providing customer protection, representation and redress.</li> <li>5. Explain how customer service enhances organisational effectiveness and success, to include practical examples of organisations with good customer care.</li> <li>6. Describe how customer perceptions can be influenced, to include elements such as the physical environment, printed materials, the personal presentation and conduct of a customer contact person.</li> <li>7. Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers, to include active listening skills, positive body language and observation of customer behaviour.</li> <li>8. Use appropriate communication technologies to include, telephone, audio visual, conferencing, email and other interactive media in a range of customer service situations.</li> <li>9. Use written and verbal skills to include appropriate style, language and tone.</li> <li>10. Handle a range of correspondence and records providing a service to the customer, to include orders, invoices, payments, and correspondence made both in writing and electronically.</li> <li>11. Respond to customer complaints and compliments in accordance with organisational policy.</li> <li>12. Handle a range of challenging situations, to include late and unexpected arrivals, customer errors, difficult customers, changing environments.</li> <li>13. Demonstrate team or group work in providing customer care, to include allocation of roles and responsibilities, good communication and feedback, awareness of personal strength.</li> </ol>		
<b>Assessment Format:</b>	Portfolio / Collection of Work 50% Skills Demonstration 50%	
<b>Progression Options:</b>	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.	
<b>Policy on Reasonable Accommodation:</b>	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.	
<b>English Language Proficiency:</b>	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.	
<b>Additional Charges:</b>	<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"> <li>• Late Submission/Extension fees - €60</li> <li>• Resubmission of assessment for remarking €40 (1<sup>st</sup> Assignment) &amp; €20 (all subsequent assignments).</li> <li>• Tutorials 75€ per hour.</li> <li>• Please see learner handbook page 40 for more information and exemptions.</li> </ul>	

For Further information on this course contact our office on 051 385720 or email [Jim@newlinkstraining.com](mailto:Jim@newlinkstraining.com)