

"Level 3 – Customer Service Excellence"



Student Profile

This programme is designed for people who wish to gain an understanding of principles and practice of Customer Service Excellence. No prior knowledge is required.

Objectives

The objectives of the course are to:

- Understand excellent service and why it is important
- Define service excellence
- Identify what customers want
- Devise a plan for service excellence
- Deliver a service excellence project
- Monitor and assess the effectiveness of the plan
- Maintain service excellence in your organisation

Study Method

The course is designed for study by distance learning at work or at home. Students receive course manual, assignments and study-guide plus tutor support by mail and email. You can start at any time and plan your studies over a period of up to one year from the time of enrolment.

Assessment

Each element is followed by a written assignment, which is submitted and then marked by your tutor. There is no external examination required.

Course Accreditation

At the end of this course successful learners will receive a level 3 NCFE Award certificate of achievement. That means that it is independently accredited at a level of learning equivalent to level 3 on the National Qualifications Framework (NQF) for England, Wales and Northern Ireland. The course is provided in conjunction with Kendal Publishing Limited - a licensed NCFE centre.

NCFE is recognised as an awarding body by the qualification regulators for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

Course Duration

Students may register at any time and have a full year to complete their studies. The course will take around 60 hours of study to complete.

Pack/Course Contents

Your study pack is dispatched in full at the time of enrolment and provides all you need to complete your studies:

- Study-guide.
- Comprehensive study notes for each element of the course.
- Self-assessment activities.
- Assignments.
- Tutor support.
- Assignment marking & feedback.
- Certification.

Price and Payment Methods

Please refer to current price list or call for details.

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Course Contents

This course consists of seven modules of study:

Module 1: What is Customer Service Excellence?

- Why Plan for Excellence?
- Traditional Quality Systems
- Modern Quality Systems

Module 2: Why is Service Excellence Important?

- Financial Necessity
- Legal Necessity
- Marketing Necessity
- Survival Necessity
- Stakeholder Necessity

Module 3: : What Do Customers Want?

- Identification of Needs
- Revealed Requirements
- Expected Requirements
- Emotional Requirements
- Finding Out What Customers Want
- Market Research

Module 4: How to Plan for Service Excellence

- Where Do You Fit In?
- Understanding the Situation
- Deciding on Standards
- Benchmarking
- Aims and Objectives
- Making a Plan for Any Size of Quality Project

Module 5: How to Deliver Service Excellence

- Project Plan with Quality Milestones
- Quality Requirements and Objectives
- Organisation and Responsibilities
- Conventions and Standards
- Controlling Change
- Resources and Deliverables
- Supplier Control
- Quality Techniques

Module 6: How to Monitor Service Excellence

- Quality Assurance
- Corrective Action
- Design Reviews
- Quality Audits and Reviews
- Testing and Reliability
- Training for Service Excellence

Module 7: How to Maintain Service Excellence

- Quality Evaluation
- Improving Skills
- Improving Service



Course Provider



Accreditation Body

Training Provider details:

Focus Coaching & Training



☎ 0116 215 5559

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🌐 www.focuscoaching.org.uk