

Customer Service Qualifications

We offer Customer Service NVQs (QCF) at levels 2 and 3 to individuals and groups who work in a customer service role in any setting. The qualifications may be delivered as part of an Apprenticeship scheme.

We can provide training alongside the NVQs or it may be that your learners have already developed the necessary skills and knowledge through their work experience. Whether you opt for the training and assessment route or assessment only, the NVQ qualification will provide proof of their achievements.



Customer Service Units

The key purpose of customer service is to win and maintain loyalty of customers and continuously improve customer service. With this in mind, each Customer Service Unit is assigned to one of five key themes explained below:

Theme 1: Customer Service Foundations

This theme covers the language and concepts of customer service as well as the organisational context and the external environment in which learners have to work. There are two compulsory units.

Theme 2: Impression and Image

This theme covers the customer service behaviours and processes that have the most impact on the way your customer sees the learner and your organisation.

Theme 3: Delivery

This theme covers customer service behaviours and processes that have most effect on the customer experience during customer service delivery.

Theme 4: Handling Problems

This theme covers the behaviours, processes and approaches that are most effective when handling customer service problems.

Theme 5: Development and Improvement

This theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments.

These qualifications have a wide range of optional units and the content of the programme can easily be tailored to your requirements, allowing plenty of scope for building in performance improvements.

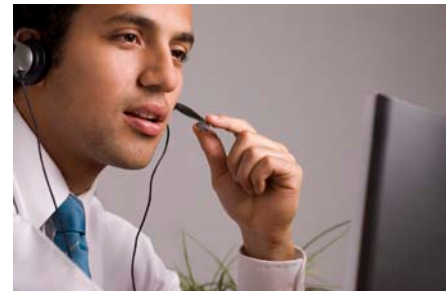
On all programmes, learners are expected to prepare for sessions by researching study topics, completing work-based assignments and collecting workplace evidence for their portfolios. At least one assessment is conducted by observation of the learner's performance at work.

FCT employs experienced and highly skilled trainers and assessors who will guide and support learners through the qualifications.

Who are we?

Four Counties Training (FCT) is a private training provider which offers bespoke training, qualifications and consultancy to employers in a wide range of sectors. Established in 1993, we have many years' experience in delivering the highest quality training and assessment services to employers. We are proud of our status:

- a centre with Grade 1 Ofsted inspection results across all areas;
- one of the largest City & Guilds assessment centre (under the name Qualbase) in the south east, with approval to offer a wide range of qualifications;
- an LSIS Beacon Centre;
- a Matrix accredited provider; and
- an accredited Investor in People.



We are focused on satisfying our client's needs and exceeding their expectations.

Our Assessment Centre

Qualbase is our City & Guilds assessment centre. It provides a central, all-through award support and accreditation service. Qualbase has:

- an excellent track record of candidate completion;
- systems to monitor changing standard requirements and keep assessment systems, materials and procedures up to date;
- a rapid response when securing approval for additional awards as members require them; and
- strong support systems for assessors and verifiers in member companies.

How we can help with funding

All our learning programmes are tailor made, so we like to meet clients face to face to discuss your organisation's needs in detail before we give an accurate price. We have excellent links with our funders and can usually access either part or full funding at level 2 and at level 3, depending upon the nature and number of candidates.

Contact us

If you are keen to employ a quality provider that also accesses a wide range of funding then please contact Chris Brandreth to discuss your needs further.

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