

# Course Information

## Customer Services

### Campus

JobSkills@BMet, Matthew Boulton College, Jennens Road, Birmingham B4 7PS

**To book a place on this course please call the Employment Skills Team on 0121 362 1174**

### Hours and times per week

2 days per week: 9.30am – 3.30pm

### Duration

Part time 3 week course

### Course Content

The aim of this course is to provide the candidate with the skills required to deliver efficient and reliable customer service. Learners will gain an understanding of customer expectations and needs and will be able to deal effectively with customer queries and complaints.

### Qualification

Level 1 Award in Customer Services

### Learning Outcomes

There are four learning outcomes. The learner will:

- Know how to deliver good customer service
- Know different communications methods
- Know how to provide good customer service in line with organisational procedures
- Know how to effectively deal with customer queries, problems and complaints

The course involves paper-based short answer test assessment.

### Entry and eligibility requirements

Applicants will be required to complete an initial assessment of English and Mathematics at Level 1. Applicants will need to be unemployed and be in receipt of benefits in order to be assessed for full fee remission.

### ID Requirements

Bank statement or other form of ID with address details on plus National Insurance Number.

### BMet

Jennens Road, Birmingham, B4 7PS

t 0121 362 1174 e [ask@bmet.ac.uk](mailto:ask@bmet.ac.uk) w [www.bmet.ac.uk](http://www.bmet.ac.uk)

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