



Award in Customer Services

Qualification Overview Factsheet



Who are The Launch Group?

The Launch Group are an award-winning training company. Started in 2013, we possess a proven track record of designing and developing a range of training programmes and qualifications, tailored to specific job sectors. Everything we do has one goal in mind: to carefully develop our customer's existing skills and enhance career prospects.

About this Qualification

The objective of this qualification is to support learners working or preparing to work in a customer service role or where using a telephone is a part of their role. It is suitable for all industries where customer service is a requirement. The qualification covers the principles of customer service including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques as well as ways to deal with problem customers.

Unit Breakdown

- Understand the principles of customer service
- Understand how customer needs and expectations are formed
- Know the interpersonal skills and appropriate behaviour required in the customer service environment
- Understand the principles of responding to customers' problems or complaints

How long will it take me to achieve this qualification?

This qualification can be completed in 1 day - 6 GLH

How is the qualification assessed?

The qualification is achieved by taking a multiple choice exam which we invigilate ourselves. Candidates must achieve a score of at least 20 out of 30 to pass.

Where can this course be taken?

This qualification can be studied either in person in a face to face classroom environment, or online using our distance learning method.

How to enrol?

If you are a company looking to enrol multiple staff members on to this programme or looking for classroom delivery, please e-mail elearning@thelaunchgroup.co.uk providing a telephone number and a member of our commercial training team will be in touch to discuss your requirements.

If you are an individual looking to enrol on to this programme, please e-mail visit the following link which will take you through to our e-learning platform and you can begin studying immediately:

<https://learn.thelaunchgroup.co.uk/>