

Award Title: Certificate in Customer Service (D20151)

Award Type: Minor FETAC Level 5

Duration: 3 days

Max numbers of participants: 10

Facilities: Classroom

Entry Requirements; Learners will require a good command of the English language and a good level of numeracy and literacy.

Why should I attend: Learners who are successful on this programme may carry forward a credit towards a major award in the future?

Entry Arrangements: An Application form must be completed and places are allocated on a first come first served basis

Course Fees €250 per person (group discount available on request) All fees must be paid in full before course commences

Learner supports: Learners will be supported by the tutor outside of formal delivery of the programme. Participants are expected to engage in independent learning outside of the formal training.

Certification: Successful applicants will receive a Fetac level 5 Certificate in Customer Service (D20151)

Assessments: The learner is required to complete a
Skills Demonstration 60%
Assignment 20%
Examination (Theory-Based) 20%

Programme Content

Learners who successfully complete this programme will:

- understand the role of customer service in organisational effectiveness
- understand the role and responsibilities of a representative of an organisation and work effectively as part of a team
- acquire a range of verbal and non- verbal skills in order to meet customer needs, handle customer complaints and deliver good customer care
- become familiar with consumer protection legislation