

Business and Management

Customer Service

What are the entry requirements?

You are required to have achieved a Level 1 qualification in English as you will need to complete written assignments using an acceptable level of English language. If English is a second language, then Level 1 ESOL is required. There are no specific requirements to study this course other than this.

Need more information?

You can find out more about Northern College and the courses on offer by calling us on 01226 776000 or emailing us_courses@northern.ac.uk

Course description

This exciting new course is designed for those involved in or aspiring to a career in customer service.

The pathway includes three strands:

- **Principles of Customer Service** includes the underpinning knowledge that is required by employees to work in a range of different environments within a customer service role, such as how to manage information and supporting events and know how to apply this knowledge in a variety of industries and job roles
- **Principles of Team Leading** covers characteristics of effective leaders, leadership styles and potential impacts and the benefits of effective leadership for organisations
- **Lean Organisation Techniques** involves learning specific techniques and tools to improve business performance including enabling effective team performance and in addition, how to access the business sector/further qualifications and learning
- Industry guest speakers may form part of this curriculum subject to availability

The course is delivered via a hybrid study programme consisting of two days per month in college over six months and the remainder of the course is self-study distance learning. Study is supported by the provision of a tailored virtual learning environment which is accessed from

home.

Want to learn more?

You can find out more about Northern College and the courses on offer at one of our Open Events [<https://www.northern.ac.uk/open-events/>]

Location

1-Onsite

Last updated: 22nd February 2024