

# Full-time study programme

## Level 1 Certificate Customer Service

The Level 1 Certificate in Customer Service aims to equip you with the necessary skills and knowledge to provide quality customer service in any setting. Through this course, you will have the opportunity to learn, improve and apply your customer service skills.

During the course, you will have the opportunity to attend a work placement, depending upon your attitude and performance.

You will cover the following topics:

- Legislation, regulation and procedures to follow in customer service
- Working in customer service
- Understand how to deal with queries and requests
- Communicate customer problems with others
- Handle telephone calls from customers
- Communicate effectively with customers
- Maths and English (if required).

### Boost your confidence

**You will also be enrolled on our personal development programme to enhance your life skills and learning opportunities.**

### Course Details

**Delivery:**

Face-to-face. Maximum 12 students per class.

**Location:**

Nottingham city centre

**Duration:**

Three days a week. The course will last one academic year and take place during term time only.

**Start date:**

September

**Age requirements:**

You must be under 19 on 31 August and not in full-time education.

**Teaching and assessments:**

Case studies and coursework.



# Why Choose Access Training?

Access Training was founded in Nottingham in 1983, and is the independent training provider of choice in the East Midlands.

- We have an excellent record of progressing learners onto Apprenticeships or into employment
- We provide a comfortable, supportive learning environment
- We limit class sizes to a maximum of 12 students
- We provide food and kitchen facilities
- Discounted travel passes are available (depending on circumstances).



**We will provide you with a high level of guidance and support enabling you to achieve your potential.**



**98% Learner recommended rate**



**94% Learner success rate**



**1,000+ Learners supported every year**

## Frequently asked questions

Take a look at our [study programme brochure](#) to read our frequently asked questions and discover more about the courses we offer.

## How to apply

You can contact our engagement team or complete an application form and we will be in touch.

**APPLY NOW**



**0330 002 6266**



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**www.atem.co.uk**