

# Free online distance learning courses

BASINGSTOKE  
COLLEGE of  
TECHNOLOGY

BCoT



## Principles of Customer Service

### Course Overview

- ◆ Our free and flexible distance learning courses are a great way to build your CV and demonstrate your commitment to continued professional development. Previous qualifications or knowledge of the subject are not required.
- ◆ All of our distance learning courses are learner-led and you do not need to be in employment to study.
- ◆ You will study via an online portfolio using a range of supplied resources. An individual tutor will be allocated to you, and they will support you throughout your learning journey.
- ◆ This course can be started at any time and learning can be undertaken at your own pace following submission deadlines.
- ◆ Throughout the course you will learn about communicating with customers, employer organisations, and resolving problems.
- ◆ As you learn, you'll gain an in-depth understanding of the responsibilities included in a customer service role, which can enable you to progress within a business environment and continue to develop an excellent range of knowledge about this sector.
- ◆ At the end of the course you will achieve a nationally recognised Level 2 Certificate in Principles of Customer Service qualification. This is a government funded course at no cost to you.

[bcot.ac.uk/information/online-learning](http://bcot.ac.uk/information/online-learning)

## Eligibility

- ◆ To be eligible for this course you must be over 19 years of age and have been a resident of the UK or Europe for more than three years. If you do not hold a UK passport you must be able to provide evidence of a visa and an alternative passport.
- ◆ If you are between the age of 19 - 24, you must already hold a level 2 qualification or equivalent.
- ◆ As part of the enrolment, you will be asked about your employment status. If you are employed, pre-enrolment checks on your annual gross income will be made and you will be asked to provide two wage slips from the last three months; in order to complete this distance learning course at no charge. If you are claiming benefits, you will be asked to provide proof of receipt.

## Duration

- ◆ You will study the course over a period of six months, with regular dates of submission for each of the modules associated with the course.

## How is it delivered?

- ◆ You will be required to read the learning materials and answer the questions related to the topic, reflecting on work and personal experience in your answers. We always recommend that you try and spend four to five hours a week working on your course in order to achieve deadlines.

## Learning Methods

- ◆ Studying via distance learning means that you can complete this course using workbooks and a BCoT online portfolio.
- ◆ When studying online, you will be given a login to access your portfolio and submit your answers based on the information in the workbooks.
- ◆ Alternatively, there are options to study fully online through the portfolio platform or via paper based learning for all reading and assessments.

## Course Modules

There are seven modules to complete for this course:

- ◆ Unit 1: Principles of customer service and delivery
- ◆ Unit 2: Understand customers
- ◆ Unit 3: Understand employer organisations
- ◆ Unit 4: Understand how to communicate with customers
- ◆ Unit 5: Understand how to handle customer information
- ◆ Unit 6: Understand how to resolve problems and deliver customer service to challenging customers
- ◆ Unit 7: Understand how to develop customer relationships

## To enrol on this course:

- ◆ Go to [bcot.ac.uk](http://bcot.ac.uk) to enrol directly online via the distance learning page or alternatively, quote the course reference 'MDFL096' in the search box to be redirected.
- ◆ Advice and guidance to complete your enrolment will be given in person or over the phone, depending on your location.
- ◆ Once your enrolment form has been submitted online and is received by us, a member of the distance learning team will be in touch.
- ◆ All of your course materials will be provided to start your studies upon successful completion of the enrolment process.

## Get in touch

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[www.bcot.ac.uk/information/online-learning](http://www.bcot.ac.uk/information/online-learning)



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