

eDistance Learning Course Brochure



NCFE

CUSTOMER SERVICE EXCELLENCE – LEVEL 3 AWARD

Where Service Matters



More than 150 years of Vocational Awarding, NCFE can trace their record of working with colleges and other providers back to their founding organisation...

NCFE is recognised as an awarding body by the qualification regulators ('regulators') for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

Course Information

Course Overview

Customer Service Excellence (Level 3 Award)

Whether you wish to embark upon a career in customer service or simply want learn a practical skill for everyday use, the distance learning Customer Service Excellence course can provide you with all the necessary skills.

The home study course teaches you everything from the fundamentals of customer service through to the more complex skills, all through cost-effective home study. The distance learning course is designed to suit you, allowing you to learn customer service skills in a flexible and convenient manner. If you'd like a career in customer service or would like to simply learn this highly useful practical skill, the home study customer service course is the ideal distance learning training course for you.

The objectives of the course are to understand excellent service and why it is important, define service excellence, identify what customers want, devise a plan for service excellence, deliver a service excellence project, monitor and assess the effectiveness of the plan and maintain service excellence in your organisation.

Support

You will be provided with comprehensive materials designed to provide you with everything required to complete your course of study. You will have your own personal tutor helping you with your course work and with any questions you may have. Plus you can contact our Student Advisors by email or phone for all the practical advice you may need – so we really are with you 100%.

What's more, you'll have access to the online Student Community, where you can interact with other students, browse our resource library and manage your account.

Assessment

This course is marked through a process of continuous assessment guided by your tutor following NCFE guidelines. This means that your qualification will be awarded according to your performance on assessments rather than by taking an exam.

When you have completed the programme, your tutor needs to verify that you have worked through all parts of any Workbooks, Activities and Exercises successfully. Upon verification of the activities, exercises and assignments, a nationally recognised certificate will be awarded by NCFE as confirmation that your written work has met all of the learning outcomes and assessment criteria for the programme.

Course Duration

We recommended you spend approximately 60 hours of your time studying for the Customer Service Excellence course. The pace of study is completely up to you. To give an example, if you dedicate approx 1 hour a week to the course it would take you a year to complete but if you could spare 1.5 hours a week you could complete it in six months.

Get started today, and you can earn your Level 3 NCFE Award in Customer Service Excellence in as little as six months, or take up to a year, if you prefer – the choice is yours.

Home Study Entry Requirements

The good news is that no prior learning knowledge or experience is essential to take this course. This course is openly available to anyone wishing to learn more about Customer Service Excellence and would like to take part in a highly rewarding home study course. We believe that everyone should have the opportunity to expand their knowledge and study further, so we try to keep our entry requirements to a minimum.

You have the freedom to start the course at any time and continue your studies at your own pace for a period of up to 12 months from initial registration with full tutor support.

Course Fees

Our aim is to provide you with the best deal available, therefore the registration fee, certification fee and full tutor support is included in the course price for you. The enrolment fee for the Customer Service Excellence home study course is £373.75 (inc VAT), though for a limited time we are offering you the opportunity to pay only £299 (inc VAT) which is a 20% discount if you enrol online and pay in full.

You can also opt for our Easy Payment Plan and enrol online today by paying a deposit of £62.29 and then 5 equal payments of £62.29 per month. The first instalment is paid about a month after you receive your course.

How is the course structured?

The NCFE Customer Service Excellence course is divided into seven comprehensive modules:

- Module One - What is Customer Service Excellence?
- Module Two - Why is Service Excellence Important?
- Module Three - What Do Customers Want?
- Module Four - How to Plan for Service Excellence
- Module Five - How to Deliver Service Excellence
- Module Six - How to Monitor Service Excellence
- Module Seven - How to Maintain Service Excellence

Qualification

NCFE Level 3 Award in Customer Service Excellence

This course leads to a Level 3 Award for successful learners. This means that it is independently accredited at a level of learning equivalent to level 3 on the National Qualifications Framework (NQF) for England, Wales and Northern Ireland (in which case GCSE's are at levels 1 and 2 and A Levels are at level 3). In accrediting the programme at level 3, NCFE attests that its learning outcomes are at an equivalent level to a level 3 national qualification.

This course has been designed to meet specific learner requirements. Accreditation by NCFE is a guarantee of quality. It means that this learning programme has been scrutinised and approved by an independent panel of experienced educational professionals and is quality audited by NCFE.

About NCFE

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This course can be enrolled upon by students internationally. There are no deadlines for enrolments.

Possible Career Paths

Customer Service Manager
Airline Customer Service Agent
Banking Customer Service Adviser
Call Centre Operator

Further Information

If your course is being delivered online, please ensure you meet the minimum requirements below.

For Windows:

Windows 98, 2000, XP, Vista, Windows 7 - Acrobat Reader 4.0 and above

For Macintosh:

Mac OS X, Mac OS 9.2 - Acrobat Reader 4.0 and above

From time to time we may enrol our students with our partner sites; this is dependent on the number of students enrolling on a particular course and course material availability. If this happens, nothing changes for you other than the name of the college administering your course. We will continue to be your point of contact; you will get the exact same course you have enrolled on with the same high level of quality content and support.

Postage & Packing

Get FREE UK delivery when purchasing distance learning courses online. We will deliver your course materials direct to your door upon enrolment so you can get started straight away and plan your studies around your other commitments.

Frequently Asked Questions

Q. How does distance learning work?

A. To ensure studying is flexible and convenient, most of our courses are divided into sections. You work through each section at your own pace and time. Once completed, send the test paper back to your personal tutor for marking. You will then move onto the next section once successfully completing the previous section. The support period is dependent on the type of course you choose; our minimum support period is one year.

Q. When can I start the course?

A. The answer is simple, when YOU want; you can start the course at any time we do not have any set enrolment dates. Most of our courses don't require any previous experience or qualifications. All you need is a desire and motivation to succeed. You can even start right now - call and speak to one of our Professional Course Advisors.

Q. How long do the courses take?

A. This is dependent upon your choice of course and how fast you want to learn. A full breakdown of the course is available in your course literature. We do provide estimated number of study hours; ask our course advisors for details.

Q. I want to buy a course that is not on the course list. What do I do?

A. Our website has an excellent list of the most popular courses on the market. However, we do have access to a more in-depth portfolio should you not find the course you are looking for. You can call our course advisors and discuss the course you are interested in.

Q. Do the courses have tutorial support?

A. Yes, You will be allocated an experienced tutor who will guide you through the course, mark your assignments and generally help you with any problems you may have. Your tutors can be contacted via email and post.

Q. If I fail an assignment can I retake it?

A. Yes, your tutor will ask you to resubmit your assignment and give you support as to where you could improve.

Q. How do I get help with my course work?

A. You can get help 7 days a week by email, or post from your dedicated tutor, you just email your assignments for marking. You have to send your assignments one at a time so the tutor can mark one and give you the feedback.

Q. Will I get a qualification at the end?

A. Yes, for all our courses, you will receive a diploma or a recognised qualification from the awarding body of your course.

Q. Is the course work done online or sent via the internet?

A. No, the work is done offline using your PC or for paper based courses working through your course folder. All the assignments are in the course manual so there are no online costs incurred.

Q. Is there a time limit or any deadlines?

A. We do like you to complete the course within the tutor support period but we can extend this for a small charge (currently £35 for 12 months). If you follow the recommended study hours, this will give you a good guide.

Q. Will I have to sit an examination?

A. Most of our paper based courses do not require you to sit examinations, only continual assessments. Where there are examinations required, you will receive all the information you need to make your own exam arrangements. Please note exam fees are not included in your course fee, unless otherwise stated.

Q. How quickly will I receive my course material?

A. Once your payment has been received and cleared your enrolment should be processed within two days and your course materials delivered within 5 days, for customers who choose to pay in instalments this can take longer as we need a signed agreement back from you before we send the course materials.

Q. Do I have to buy any other materials?

A. Our comprehensive course materials are designed to be self-contained with all the relevant information you require to complete the course and gain the relevant certification. However some of our students undertake additional reading via relevant textbooks/study guides and/or the Internet to add value to their studies.

Q. I'm not sure of what course I should take? Can you help?

A. Yes we can, it is important that you pursue a course which you will enjoy. Although we cannot make this decision for you, we employ a team of dedicated Professional Course Advisors, who will guide you towards making the right choice. Whether you want specific information, or just a chat about what's available, call us now on 0844 357 1110.

Q. Why choose eDistance Learning?

A. The breadth and depth of our portfolio of courses means that we will have a course to interest you. We are committed to your success, and offer advice and support through every step of the process. We have a dedicated team of Professional Course Advisors that can give you access to career and recruitment advice, whilst offering excellent value and quality courses.



Post your completed application and payment instructions to:

eDistance Learning
22 Turnbull Street
Suite 108
Glasgow
G1 5PR
United Kingdom



Enrolment Form

STUDENT INFORMATION

Title	First Name	Last Name
Date of Birth	Phone No	Mobile No
Billing Address (If paying by card, please provide the address the card is registered to)		
Post Code	City	County / Country
Primary Email Address		
Delivery Address (if different from above)		
Post Code	City	County / Country

COMPANY INFORMATION

(IF APPLICABLE)

Company Name		
Company Address		
Post Code	City	County / Country
Phone	E-mail	Fax
Company Contact Name	Position	Direct Line

COURSE INFORMATION

Course Name		Course Code
If paying by instalments – please complete below		Support Period 12 Months
Deposit £	No of Monthly Payments x £	UK Post & Packing Free
International Delivery £40 ☐	Next Day UK Delivery £30 ☐	Insurance £10 (Optional) ☐

PAYMENT INSTRUCTIONS

Payment in full – This can be made online at www.edistancelearning.co.uk and you can get up to a 20% discount.

☐ **CHEQUE**
☐ **POSTAL ORDER**
☐ **CREDIT / DEBIT CARD**
☐ **BACS**
☐ **PAYPAL**

CHEQUE / POSTAL ORDER – Please post your cheque /postal order to **eDistance Learning** and send us this completed form.

BACS - Please make payment to **eDistance Learning** | A/C No: **28629760** | Sort Code: **60 30 21** and send us this completed form.

PAYPAL - Please make payment online

CREDIT / DEBIT CARD – Please provide your credit/debit card details below or complete online

Card Number			Security No (CSV)
If you are paying by instalments are they to be taken by this card? YES ☐ NO ☐	Start Date 	Expiry Date 	Monthly Payment to be taken £

Name as it appears on card (Please Print Name)

I the credit / debit cardholder authorise eDistance Learning to take a payment from my credit/debit card as provided above.

If paying by Instalments, I the student agree to the terms and conditions of enrolment and the conditions of the monthly payments.

Terms & Conditions – (<http://www.edistancelearning.co.uk/t-cs>)

Payment & Delivery – (<http://www.edistancelearning.co.uk/payment-delivery>)

Price Guarantee – (www.edistancelearning.co.uk/pricematch)

Privacy Policy – (<http://www.edistancelearning.co.uk/privacy-policy>)

Signature of Cardholder	Date
Signature of Student	Date

NCFE Level 3 Diploma in Customer Service Excellence

For more information or to enrol on this course visit:

<http://www.edistancelearning.co.uk/customer-service-excellence>

Contact Us

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