eDistance Learning Course Brochure



ASCENTIS

CUSTOMER SERVICE – LEVEL 3 DIPLOMA

Ascentis National Awarding Body

Ascentis 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 (Ascentis Level 3 Diploma)

A distance learning course is the ideal way to gain a Customer Service Diploma. Whether you're looking to go on to further education, improve your job prospects or expand your knowledge, distance learning Customer Service is a flexible and convenient course, which allows you to comprehensively prepare for an exam or career through home study. What's more, because the distance learning Level 3 Diploma Customer Service Course is a fully comprehensive course, no prior knowledge is required.

This Home Learning programme has been developed to enable those working, or hoping to work, in a customer service role, in any type of organisation or context, to acquire and develop, a level of understanding and skills that will help them to service customer requirements in a professional, effective, and efficient manner.

In this increasingly competitive world there are many organisations, which on the face of it offer potential customers the same products or services, The organisations that understand the importance of customers and how dealing with them in a way that not only meets, but exceeds their expectations are the ones that stand out from the rest, become the successful market leaders and that grow and prosper.

Exceptional customer service does not just happen; it must be planned for and delivered by staff at all levels, in all disciplines and in every area of the organisation working together as a team. It requires staff to be trained to understand the principles and practices involved and to be equipped with the knowledge and skills to deliver it.

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 portal, where you can interact with other students, browse our resource library and manage your account.

Assessment

Theoretical information is provided throughout the course, followed by a series of activity questions that are to be completed and marked by your personal tutor.

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 Ascentis 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 360 hours of your time studying for the course name. The pace of study is completely up to you. To give an example, if you dedicate 6 hours a week to the course it would take you a year to complete but if you could spare 12 hours a week you could complete it in six months.

Get started today, and you can earn your Level 3 Ascentis Diploma in Customer Service 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 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.

How is the course structured?

The Ascentis Level 3 Customer Service course is divided into nine comprehensive modules:

Delivering effective customer service is essential to the success of all organisations whether they be in the private, public or not for profit sectors. This programme has been designed to equip the learner with the knowledge, understanding and skills to deliver effective customer service irrespective of the type of organisation in which they are working or intend to work.

The programme consists of nine modules, each of which relate to a particular aspect of customer service

- Module 1 Understanding customer service
- Module 2 Knowing the customer service rules
- Module 3 Making customer service personal
- Module 4 Improving the customer relationship
- Module 5 Monitoring and solving customer service problems
- Module 6 Processing customer service complaints
- Module 7 Working with others to improve customer service
- Module 8 Promoting continuous improvement in customer service
- Module 9 Developing customer service skills



COURSE FEES

Our aim is to provide you with the best deal available, therefore any registration fee, certification fee and full tutor support is included in the course price for you. The enrolment fee for the course name home study course is £436.25 (inc VAT), though for a limited time we are offering you the opportunity to pay only £349 (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 £87.25 and then 4 equal payments of £87.25 per month. The first instalment is paid about a month after you receive your course.

This course includes the online version of the course only at the discounted cost of £349. If you wish to purchase the paper version of the course in addition, then you are able to do so at a cost of £399.

COURSE QUALIFICATION

Ascentis Level 3 Diploma in Customer Service
This course leads to a Level 3 Diploma 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, Ascentis 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 Ascentis 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 Ascentis.

About Ascentis
Ascentis 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

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

POSSIBLE CAREER PATHS

Customer Services Manager
Banking Customer Service Advisor
Call Centre Operator

FURTHER COURSE INFORMATION

As a student, your course fee covers everything you will need to successfully complete the Customer Service home study course and earn your diploma:

- All textbooks, study guides, and learning aids designed for distance learning
- A full range of student services, including assessments
- A personalised diploma upon course completion
- Unlimited educational support by e-mail or phone
- Free postage and packaging

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.

eDistance LEARNING

learning the easy way

Enrolment Form

Post your completed application and payment instructions to eDistance Learning at

22 Turnbull Street
Suite 108
Glasgow
G1 5PR
United Kingdom



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 | 24 Months | 36 Months
Deposit £	Four (4) Monthly Payments of £	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: **43037728** | Sort Code: **09 06 66** 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 – 16 Digits	Card Type (e.g. VISA)	Security No (CSC) – 3 Digits

If you are paying by instalments are they to be taken by this card? **YES** ☐ **NO** ☐	Card Valid From Date |	Card Expiry Date |	Please confirm the amount to be taken from this card if paying in full. **£**

Name as it appears on card (Please Print Name)

I the credit / debit cardholder authorise eDistance Learning to take the amount specified from my credit/debit card as detailed above. I the student agree to the general terms and conditions of enrolment and the conditions of the monthly payments (if paying by instalments) as set out in this agreement.

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**

Customer Service
Ascentis Level 3 Diploma

For more information or to enrol on this course visit:
http://www.edistancelearning.co.uk/customer-service-course

Contact Us

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Website: www.edistancelearning.co.uk
Email: info@edistancelearning.co.uk

GENERAL TERMS & CONDITIONS
APPLICABLE TO CUSTOMERS PAYING IN INSTALMENTS

1. Definitions
In this Agreement unless otherwise stated:

(i) "Distance Learning Package" shall mean the course(s) identified and all related Materials, support and tuition where applicable;
(ii) "Materials" shall mean the learning materials and books for the Distance Learning Package or any part of them (and shall include any replacement training materials and books in the event that you transfer Distance Learning Package in accordance with Clause 5);
(iii) Your “Support Period” depends on which course you choose to study and will be between one and three years unless otherwise stated in your course materials.
(iv) singular words shall include the plural and vice versa; and
(v) headings are included for convenience only and shall not affect the construction or interpretation of this Agreement.

2. Payments
(i) We agree to sell and you agree to buy the Distance Learning Package for the Total Cost/Cash Price and on the terms set out on this page and in the agreement we send you.
(ii) Under no circumstances shall we be deemed to have received payment until payment has actually been received by us in full and cleared.
(iii) All course material remains the property of the eDistance Learning until the final payment has been received by us and cleared.

3. Care of the Materials
(i) We will reserve all the Materials in your name and store them at the eDistance Learning Centre.
(ii) We will release the Materials to you in compact learning units as you progress through the Distance Learning Package to enable you to work systematically through the core material.
(iii) You will inspect each set of materials promptly following delivery. You will tell us about any omission as soon as it is reasonably possible.

4. Services
(i) During the Support Period, we will provide you with support and tuition as set out in [the promotional Materials & website].
(ii) If requested, we may at our sole discretion, extend the Support Period for an agreed fee.
(iii) If you are sitting an external examination at the end of your Distance Learning Package, we will provide you with such information as we have in our possession to assist you in making such examination arrangements. In all other respects, you will be solely responsible for making arrangements to enable you to sit the examination and for any and all fees in relation thereto.
(iv) If we, at our sole discretion, assist you in making your examination arrangements by providing you with information about the time and location of local examinations or reserving an examination place for you, you acknowledge that we shall not be responsible for any losses incurred by you as a result of inaccurate information provided in connection with any such arrangement except such losses, excluding business losses, caused by failure to act with reasonable care and skill.

5. eDistance Learning Course Transfer Facility
(i) If you wish to transfer to a different course, we may at our sole discretion agree to such transfer.
(ii) Unless you are paying under a Credit Agreement, if we agree that you may transfer to a different course, we will transfer the fees paid for the Distance Learning Package you wish to discontinue towards the amount payable for the new course PROVIDED THAT we receive payment from you for the balance of fees due in respect of the new course (if more expensive than the discontinued Distance Learning Package) and an agreed transfer fee will be payable to cover our tuition and/or administrative costs.

6. Warranties and Limitation of Liability
(i) We warrant that the Materials will be of satisfactory quality but do not warrant that the Materials will be error free.
(ii) We warrant that we will perform any services provided hereunder with reasonable skill and care.
(iii) We intend to rely on the written terms set out here and on the other side of this document. If you require any changes, please ensure you ask for these to be put in writing. In that way, we can avoid any problems surrounding what we, and you, are expected to do.
(iv) Other than in respect of liability for death or personal injury arising from our negligence, we shall not be liable for: (a) losses that were not foreseeable to both parties when this Agreement was made; (b) losses that were not caused by any breach on our part; or (c) business losses and/or losses to non-consumers.
(v) Our liability for direct losses arising out of our negligence (other than in respect of liability for death or personal injury), breach of contract or any other cause of action arising out of or in connection with this Agreement shall be limited to the total price paid for the Distance Learning Package as quoted overleaf.
(vi) Other than in respect of liability for death or personal injury arising from our negligence, we shall not be liable for any indirect or consequential loss or damage whatsoever (including without limitation any loss of profits, loss of revenue, loss of opportunity or your liabilities to third parties) which you may suffer arising out of or in connection with this Agreement.

7. Other Terms
(i) No relaxation or indulgence which we may extend to you shall affect our rights under this Agreement.
(ii) If any part of this Agreement is held to be unenforceable the remaining terms and conditions shall continue in force.
(iii) All liabilities or obligations arising under this Agreement shall be enforceable against you after termination of this Agreement.
(iv) You will notify us immediately in writing of any change in your address and other contact details. Any notices required to be served under this Agreement, or in accordance with the Act will be deemed properly served if sent by way of prepaid first class post to your last known address.
(v) This Agreement shall be governed and construed in accordance with the laws of [England] and you hereby agree to submit to the non-exclusive jurisdiction of the [English Courts].

8. Cancellation
(i) Your statutory right under the consumer protection (Distance Selling) Regulations 2000, allows you seven working days from the day after receipt of materials in which to make a written request for cancellation. Unless the parties have agreed otherwise, you will not have the right to cancel by giving notice of cancellation for the supply of computer software if they are unsealed by you or for the supply of online courseware which has been accessed by you.

9. Instalment Payments
(i) You will pay the Deposit shown online when you enrol and the outstanding balance of the total cash price by the instalments and on the dates specified in our welcome letter.
(ii) It is a fundamental term of the agreement that all payments should be made promptly and on time
(iii) If you fail to comply with any terms of this Agreement, we shall be entitled to recover from you the reasonable costs and losses incurred by us as a result of locating you, communicating with you and collecting any unpaid sums. Such sums are payable on demand. In the event of legal action for breach of payment, you will be responsible for all costs allowable by the court if an award is made in our favour.
(iv) Failure to return your instalment agreement within 30 days will invalidate this agreement and you will forfeit your initial deposit payment.

10. Discretionary waiver
(i) If, at any time during the course of the Agreement, you notify us that you no longer wish to pursue the Distance Learning Package we may, in our absolute discretion, agree to waive our rights to the sums payable under Clause 12 upon payment by you of all sums due under Clause 12 and an administration fee of £75.00, upon condition that you waive all rights to delivery of any and all Materials which we have not yet released to you in accordance with Clause 3(ii) and you assign to us all title and interest in such Materials.
(ii) If you wish to be considered for a discretionary waiver, you should contact us by letter or telephone.

11. Termination
(i) If: (a) you fail to pay any amount due under this Agreement; (b) you breach any of the other terms and conditions, express or implied, of the Agreement; or (c) any information provided by you in the making of this Agreement proves to be incomplete or inaccurate, we shall be entitled, after the expiry of a Default Notice served on you, to terminate this Agreement.
(ii) If this Agreement is terminated you will pay us the unpaid balance of the Balance Payable, less any applicable rebate, plus all expenses, charges and costs in accordance with Clause 10.

12. Warranty
(i) eDistance Learning shall not be obliged to replace free of charge any Materials pursuant to Clause 6(vi) if any monthly instalments or other sums are due and unpaid under this Agreement as at the date of the claim.

Data Protection (see our Privacy Policy for details)

IMPORTANT: USE OF YOUR INFORMATION This privacy statement applies to any personal data you may give eDistance Learning. We collect any personal data you may give us when you begin your course. We will also collect contact details from prospective students. We maintain data on your transactions with us as well as your use of our services. We would like to use your personal data to provide you with further information about our products and services, please indicate if you do not want to be contacted by mail, email or telephone.

Access to your Personal Information
The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you please contact us using the contact details on this agreement.

We will not pass on your details to any third party. To receive a copy of the full privacy statement or to access or modify your information or change your preferences, please contact us.

End of Agreement