



Customer Relations Level 2



Course Code:	LNNC28SH	
Enrolment Fee:	£355.00	
Format:	Paper	Enrolment Fee £355.00
Award:	Level 2	Enrol today and pay
Accreditation:	NCFE	only £275.00
Study Time:	60 Hours	
Experience:	No Entry Requirements	

A Distance Learning Course is the ideal way to gain a qualification without having the worry of trying to fit your studies around your everyday life. You can complete your studies in your own time and we are on hand seven days a week to help you plan your future.

Course Description

If you want to develop your knowledge of Customer Relations so that you can embark on a rewarding career or you are already working in a related field and want to improve your career prospects, then this is the course for you.

The Distance Learning **Customer Relations course** is designed for people who wish to gain an understanding of principles and practice of Customer Relations. No prior knowledge is required.

The objectives of the course are to:

- Understand the need for customer care skills
- Identify strengths and weaknesses in your firms care approach
- Plan a caring approach
- Develop personal customer care skills – face to face
- Develop personal customer care skills – on the phone
- Understand how to deal effectively with anger, aggression and complaints
- Define the role of receptionist
- Describe good practice in receiving visitors and guests
- List the administrative function assigned to reception
- Understand the importance of security and personal safety

Previous Knowledge Required

You do not need any prior learning knowledge or experience to take this course. This course is openly available to anyone who wishes to take part in a highly rewarding home study course, although you would be expected to have a reasonable standard of literacy.

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 the full support of your Tutor.

Support

You will receive the entire package of course materials in a single dispatch together with dedicated Tutor Support for 12 months. All assignments are marked by one of our professional Tutors who will offer regular feedback and guide you through your course.

You will be provided with the telephone number for your dedicated Student Support Team who will be available for any other queries that you may have whilst completing your course. You can be assured that you will receive unlimited support for your home study course, so there is no need to struggle or feel isolated during your studies.

Assessment

This course is assessed through a series of tutor marked assignments. No attendance at an exams centre is required.

Modules

- **Module 1: Customer Care**
 - Why your firm needs customer care
 - Why you need to do something about it
 - Your plan of campaign
 - Customer care skills
 - Handling complaints
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- **Module 2: Customer Care on the Telephone**
 - Telephones – problems and opportunities
 - Telephone skills
 - Telephone Reception Skills
 - Dos and Don'ts on the telephone
 - Handling problems and objections
 - Controlling anger
 - Dealing with criticism
 - Communicating on the telephone
 - Handling complaints
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- **Module 3: Reception Skills**
 - The role of the receptionist
 - Being an ambassador
 - Receiving visitors & guests
 - Administration in reception
 - Telephone Skills

Awarding Organisation

At the end of this course successful learners will be awarded a certificate of achievement by NCFE. This course has been accredited under NCFE IIQ Licence by Kendal Publishing Limited which has been approved as an NCFE Investing in Quality (IIQ) centre to give formal recognition to our courses. We have designed our training courses specifically to meet the needs of learners who prefer to study from home. The course measurable learning outcomes have been benchmarked at Level 2 (using Ofqual's Qualification and Credit Framework (QCF) level descriptors) to allow you to consider the depth of study, difficulty, and level of achievement involved.



Post your completed form to:
Learn Now
Hillhead House
Dartmouth Road
Kingswear
TQ5 0EX

Enrolment/Instalment Agreement Form



Email: enrolments@learnnow.org.uk

Fax: 08435 240 521

Student Details

Title	First Name	Last Name
Home Tel. No.	Mobile No.	Date of Birth
Email Address		
Billing Address – Please provide address card is registered at		
Postcode		
Delivery Address (if different from above)		
Postcode		
Course Name	Course Code	
Will you be paying in full or by instalments (Please tick ✓) Payment in Full ☐ Instalments ☐		
If paying by instalments, please choose method (Please tick ✓) Credit/Debit Card ☐ Paypal ☐		
N.B. Not available to International Students		
Deposit £	Monthly Instalment £	Term of Instalments
UK Delivery - Free ☐	Delivery to Europe - £40.00 ☐	Delivery to Rest of the World - £65.00 ☐
Payment method for payment in full (Please tick ✓) Credit/Debit Card ☐ Paypal ☐ Cheque ☐		
<i>For payment by credit/debit card, complete card details below. If you wish to pay by paypal, you will be sent a link by email to make payment. If you wish to pay by cheque, please attach cheque to this form. Cheques should be made payable to Learn Now</i>		
Payment method for payment by instalment plan (Please tick ✓) Credit/Debit Card ☐ Paypal ☐		
<i>For payment by credit/debit card, complete card details below. If you wish to pay by paypal, you will be sent an automated link by email to set up your payment schedule.</i>		

Credit/Debit Card Details		
Card Number (16 Digits)		Card Type (e.g. Visa, Maestro etc.)
Valid From Date	Expiry Date	Security No. (CSC) – 3 Digits
Issue No.	Please confirm the amount to be taken £	If instalment plan option chosen, initial deposit taken immediately, then first instalment will be taken 30 days following despatch of course and monthly thereafter.
Name as it appears on card (Please Print)		
Address Card is registered at, if different from above		
Postcode		
I the credit/debit cardholder authorise Learn Now to take payments as indicated above from my credit/debit card. I the student agree to the general terms and conditions of enrolment and the conditions of monthly payments set out in this agreement, if relevant. For full terms and conditions see http://www.learnnow.org.uk/termsconditions.html		
Signature of Cardholder		Date
Signature of Student		Date

Please return the completed and signed agreement to us using one of the following methods:

By Post to:
Learn Now
Hillhead House
Dartmouth Road
Kingswear
TQ5 0EX

By Email: enrolments@learnnow.org.uk

By Fax: +44 (0) 8435 240 521

On receipt of your completed agreement, we will aim to despatch your course within 48 hours. If you choose to pay by instalments, confirmation of your payment dates will be forwarded to you by email.

We look forward to welcoming you to Learn Now and will ensure you receive all the support and guidance you need to succeed in your chosen subject.

Should you have any queries concerning this form, please feel free to Contact our Student Advisors on 01392 581038.