

## BTEC Award in Customer Service

Helping you to demonstrate your  
Customer Service skills

### Introduction

Whilst the qualification may be taken on its own the recommended programme incorporates e-Learning with a mentor, an assessment centre and business references to take you through the qualification to achieve the BTEC Award in Customer Service – you win by having the skills and confidence to do their jobs well.

### Course Structure / Assessment

The Edexcel BTEC Award in Customer Service covers three core Units:

Unit 1: Principles of Customer Service  
Unit 2: Delivering, Monitoring and Improving Customer Service  
Unit 3: Customer Service Administration

Within each of the Units there are a number of Modules, for instance in Unit 1 'Principles of Customer Service' there are the following modules:

- Servicing the Customer
- Roles and Organisations
- Improvements to Customer Service

You will need to complete assignments for each Unit and these will need to be submitted by email to e-assessment-4u.

The programme typically takes between 3 and 6 months to complete.

### Learning Materials

e-assessment-4u partners with AdVal KeyKnowledge to provide innovative e-Learning resources to support the qualification.

The **e-Learning BTEC Award in Customer Service** materials are an electronic resource to support the BTEC Award in Customer Service. Nine Learning Modules are mapped to the qualification using video based scenarios, interactive questions, case studies, exercises and summaries to improve retention. It is a resource that can be used independently on-line or on CD-ROM, on 'learning laptops' or alongside an existing customer service programme.



### Key benefits

- Dedicated Assessor throughout the programme
- Access to an interactive and enriched learning environment
- Learn anytime anywhere - fits into busy lifestyles
- Learn at your own pace – recap, refresh and understand the way that best fits your learning style
- Directly experience customer service skills and roles in a real environment through the power of video (includes stars from TV)
- Analyse your own skills - self exploratory learning – links, more information sections, case studies, games, questionnaires, references, website links and exercises
- Assignments marked and back normally within 10 days – you can immediately assess your performance
- Learn from the best by having access to Best Practice Experts and Key Thinkers

### Timetable

You can start at anytime. Once e-assessment-4u has received and approved your Learner Profile form, you are taken through an Induction, given a Handbook, learning materials (if selected) and introduced to your Assessor from e-assessment-4u.

**For more information, please contact Learner Services.**

**Learner Services:** +44 (0) 1296 423496  
**Email:** [info@e-assessment-4u.co.uk](mailto:info@e-assessment-4u.co.uk)  
**Visit:** [www.e-assessment-4u.co.uk](http://www.e-assessment-4u.co.uk)

An Approved Edexcel Assessment Centre (55760)