



# CeeMac Projects (UK) Ltd



## 3<sup>rd</sup> Sector Customer Service Programme

**FUNDED**

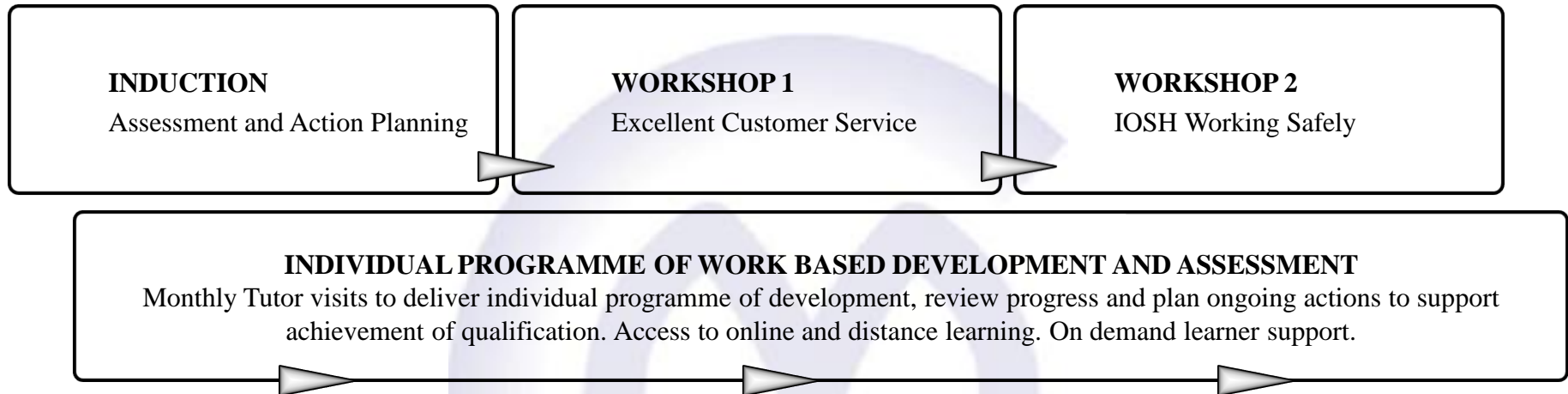
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**Train to  
Gain**  
Training Provider

# Programme Overview

City & Guilds Customer Service programmes will be delivered within the workplace, supported by attendance at two local workshops and optional use of CeeMac online and distance learning materials. Level 2 and 3 programmes available.



**A Level 2 qualification is completed in 6 – 9 months and a Level 3 in 9 – 12 months.**

**Level 2 programmes are aimed at all staff while Level 3 programmes are suited to experienced and more senior staff members.**

Programme induction will be held in a local venue and will consist of:

- Assessment of individual vocational competencies and areas for development
- Action Planning, including on programme support, delivery timetable and structuring of qualification in line with individual needs
- Health & Safety Awareness raising and certification
- Equality & Diversity awareness raising and certification
- Environmental awareness raising and certification

Individuals will then enter a tailored programme of development, supported by attendance at 1 day workshops and online/distance learning options. On demand support is provided throughout programme participation.

On successful completion of the programme, individuals will achieve a City & Guilds accredited Customer Service qualification.

# City & Guilds Level 2 Customer Service Qualification Structure

To achieve the City & Guilds Level 2 Customer Service qualification, candidates must complete seven units, two mandatory and five optional units, with at least one optional unit selected from each theme.

During induction, an experienced CeeMac tutor will support individual candidates in structuring their programme of work based development and assessment, selecting mandatory and optional units from the groups below:

## Mandatory Units

Reference	Title
101	Prepare yourself to deliver good customer service
105	Provide customer service within the rules

## Optional Units

Reference	Title	Theme
201	Give customers a positive impression of yourself and your organisation	IMPRESSION AND IMAGE
202	Promote additional services or products to customers	
203	Process customer service information	
204	Live up to the customer service promise	
205	Make customer service personal	
206	Go the extra mile in customer service	
207	Deal with customers in writing or using ICT	
208	Deal with customers face to face	
209	Deal with customers by telephone	
210	Deliver reliable customer service	DELIVERY
211	Deliver customer service on your customer's premises	
212	Recognise diversity when delivering customer service	
106	Recognise and deal with customer queries, requests and problems	HANDLING PROBLEMS
213	Resolve customer service problems	
214	Develop customer relationships	DEVELOPMENT AND IMPROVEMENT
215	Support customer service improvements	
216	Develop personal performance through delivering customer service.	

# City & Guilds Level 3 Customer Services Qualification Structure

To achieve the City & Guilds Level 3 Customer Service qualification, candidates must complete eight units, two mandatory and six optional, with the at least one optional unit from each theme.

During induction, an experienced CeeMac tutor will support individual candidates in structuring their programme of work based development and assessment, selecting mandatory and optional units from the groups below:

## Mandatory Units

Reference	Title
301	Understand Customer Service to improve service delivery
302	Know the rules to follow when developing customer service

## Optional Units

Reference	Title	Theme
205	Make customer service personal	IMPRESSION AND IMAGE
206	Go the extra mile in customer service	
207	Deal with customers in writing or using ICT	
303	Use customer service as a competitive tool	
304	Organise the promotion of services or products to customers	
211	Deliver customer service on your customer's premises	DELIVERY
212	Recognise diversity when delivering customer service	
305	Deliver customer service using service partnerships	
306	Organise the delivery of reliable customer service	
307	Improve the customer relationship	
308	Monitor and solve customer service problems	HANDLING PROBLEMS
309	Apply risk assessment to customer service	
310	Process customer service complaints	
311	Work with others to improve customer service	DEVELOPMENT AND IMPROVEMENT
312	Promote continuous improvement in customer service	
313	Develop your own and others' customer service skills	
314	Lead a team to improve customer service	
315	Gather, analyse and interpret customer feedback	

# Workshop 1 – Excellent Customer Service

## Aim

To enable your employees to give Exceptional Customer Service when communicating with Customers internally or externally by telephone and face to face.

## Learning Outcomes

By the end of the 1 day workshop your employees will be able to:

- Consistently provide Exceptional Customer Service
- “Go the extra mile”
- Be a team player and work co-operatively towards shared objectives
- Demonstrate assertiveness skills and techniques
- Be friendly and show interest with people
- Use empathy and sympathy with people
- Show confidence when communicating with customers
- Handle difficult situations
- Communicate with a variety of people
- Demonstrate listening and questioning skills
- Use positive words and language when speaking with customers

# Workshop 2 – IOSH Working Safely

## Aim

This 1 day workshop will give your employees the understanding of their responsibilities, individual and collective actions and how it contributes to health and safety in the workplace.

## Learning Outcomes

By the end of the 1 day workshop your employees will be able to:

- Identify the hazards and evaluate risks in the workplace
- Assist managers in written risk assessment preparation
- Demonstrate an understanding of company Health and Safety Policy
- Use appropriate workplace precautions for specific risks or seek advice on workplace precautions
- Communicate and co-operate on health and safety matters
- Work in an environment without risk to yourself or others
- Report relevant accidents and incidents, monitor own activities and assist line managers in active monitoring

You will take a short test to achieve the IOSH accredited certificate. The test assessment will consist of a 10 question multiple-choice paper and a hazard spotting exercise.

# Getting Started

## Employer commitments

Your employer will need to complete a brief organisational needs analysis, helping to ensure that the training selected will support its objectives and have a positive impact. An employer eligibility form will be completed and we will ask a senior manager and individuals line managers to confirm that they will support employees and volunteers on programme.

## Employee/Volunteer commitments

Individuals will be undertaking a programme of development and assessment lasting 6 – 9 months for a level 2 programme / 9 – 12 months for a level 3 programme. We will conduct an initial ½ day session to complete enrollment and induction. This will be followed by attendance at 2 x 1 day workshops and a programme of work based development and assessment requiring a commitment of a few hours per month 1:1 with a tutor and additional time for completion of distance learning, work based projects and portfolio development. It is important to note that all programmes require development of a written evidence portfolio and that individual levels of ability and support needs will need to be taken into consideration.

## Application process

Individuals should fully complete an application form and return this by e mail/post/fax. It is important that all questions are answered , you detail any previous qualification levels and that you fully express any needs you might have relating to additional support as a result of disabilities, learning difficulties or literacy/numeracy skills.

## Application processing

We will acknowledge receipt of your application. We will then process this, check eligibility and confirm the outcome of your application. A date will then be confirmed with you for initial induction, assessment and action planning.

## Timeline

It typically takes a week to process your application and a further 2 weeks to allocate your tutor and set up induction. Some programmes are workshop based and will require you to submit your application by a set deadline and attend a pre scheduled induction and programme of activity. Applications can often be considered after stated deadlines but the published schedule of activity may change.

**PLEASE CALL 0800 195 8799 OR E MAIL [info@cee-mac.com](mailto:info@cee-mac.com) IF YOU HAVE ANY QUESTIONS**

