

Customer Service - NCFE L1 Certificate

Course Name	Start Date	End Date	Site	Total Fees
Customer Service - NCFE Level 1 Certificate - Distance Learning	01/08/2025	31/07/2026	Distance Learning - Home	65.00

Course Description

As this is a Distance Learning course, you can apply at any time during the academic year. However, please note that when you apply for a course, your place is not guaranteed until you receive confirmation from a member of our Customer Services Team

Customer Service - Level 1 - Distance Learning

Content & Overview:

Want to build confidence working with customers?

If you're just starting out in your career or looking to improve your customer service skills, this course will give you the knowledge and tools to deliver great service across a range of settings - from shops and offices to hospitality and local government.

You'll develop practical skills that employers value, including communication, handling problems, and understanding customer needs.

What you'll learn:

- What customer service is and why it's important in different industries
- How to communicate professionally and deal with customer queries
- Problem-solving strategies to handle complaints and difficult situations
- How to work as part of a team and meet workplace expectations
- Personal qualities and behaviours that help you succeed in a customer-focused role

Suitable for:

This course is ideal if you:

- Are new to customer service or employment in general
- Want to improve your skills and confidence when dealing with people
- Are thinking about a career in retail, hospitality, reception, admin, or call centres
- Have completed an introductory course like "Introduction to Customer Service" and are ready for a qualification

Entry Requirements: Important Eligibility Information:

There are no formal entry requirements, but you should be able to read and write in English confidently.

Please note that the NCFE Level 1 Certificate in Customer Service (Distance Learning) **is only suitable for individuals who are currently employed in a relevant customer service role.** This is essential to meet the course requirements, which include demonstrating skills and knowledge within a real working environment. If you are not currently employed in a suitable role but are interested in developing your customer service skills,

please contact us to discuss alternative learning opportunities.

Delivery method:

Independent study using Google Classroom resources. Online support from your tutor.

Progression route:

Level 2 NCFE Principles of Customer Service

DISCLAIMER:

When applying for this course, you must provide evidence to confirm eligibility for funding, proof of ID and full address. Applying for a course does not mean you are automatically enrolled. You must be 19+ on 31 August 2025 and a UK resident.

Our dedicated team will be happy to help – just call us on 01724 297146 or contact us on

<https://northlincsadulteducation.co.uk/contact>