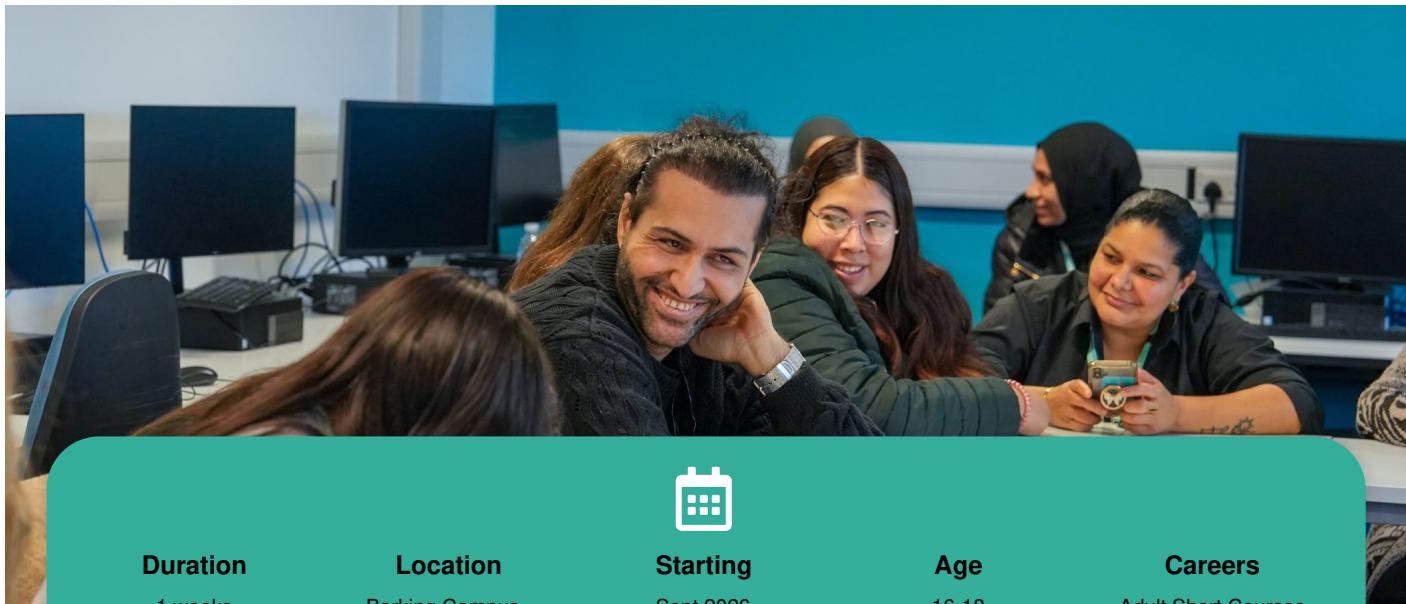


Level 1

Customer Service



A photograph showing a group of students in a classroom. In the foreground, a man with long dark hair and a beard is smiling, resting his chin on his hand. Behind him, several other students are visible, some looking towards the camera and others focused on their work. The classroom has blue walls and multiple computer monitors on desks.

Duration	Location	Starting	Age	Careers
1 weeks	Barking Campus - Technical Skills Academy	Sept 2026	16-18 Adult 19+	Adult Short Courses

Course fees per year

AGE 16-18

FREE

ADULT 19+

£124

The above fees include tuition and exam fees.
Contact us to discuss what Financial support is available.

Overview

This course is designed to equip you with the skills needed to deliver excellent customer service.

You will learn how to understand customer needs and expectations, communicate effectively, and handle queries and complaints with confidence. By the end of the course, you will be prepared to provide reliable and professional customer service that meets organisational standards.

What you'll learn

As part of this qualification, you will:

- Understand how to deliver good customer service
- Learn about different communication methods
- Know how to provide customer service in line with organisational procedures
- Develop the skills to effectively handle customer queries, problems, and complaints

Assessments / Exams

There is an exam at the end of this course.

Entry requirements

You will need to have GCSE Maths, English Language and two additional subjects at grade 2 (E) or above.

As part of the application process you will also be asked to explain why you want to study this course, so that we can ensure any course offer made aligns to your career goals.

What this course leads to

On completion of this course, you will be able to progress onto further qualifications in a similar subject area, at a higher level.

Visit this course on our website: <https://barkingdagenhamcollege.ac.uk/find/courses/0000012312>

For further information please contact the college: <https://barkingdagenhamcollege.ac.uk/contact>