



Course Description

The course is suited to anyone working in or planning to work in a business environment and who wishes to gain a recognised qualification. Assessments are based upon practical implementation of business concepts in the workplace or for those not currently employed in business a case study assessment route is available.

You will be provided with comprehensive materials designed to provide you with everything required to complete your course of study. You will have your own dedicated tutor who will guide you through your course work and answer any questions you may have. Additionally our Help Desk will provide you with any practical advice by email or phone.

Assessment

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

Modules

- * Reviewing and Improving Business Practices
- * Customer Care in Practice
- * Customer Service Excellence

Suggested Duration: 150 hours
Level: 2
Format: Paper
Awarding Body: ABC

HOW TO REGISTER FOR THIS COURSE

To register for and purchase this course, please contact NCC Home Learning in any one of the following ways:

Freephone Telephone: 0800 970 2522

Mail: The Woodside Centre, Catchdale Moss Lane, Eccleston, St Helens, WA10 5QJ

Email: enquiries@ncchomelearning.co.uk

Online: www.ncchomelearning.co.uk