

Preparation for Employment: Customer Service

Forth Valley College

Venues

Falkirk Campus

Content

Are you interested in working in the Customer Service Industry?

This course provides students with an opportunity to develop the relevant skills and gain an invaluable work placement experience.

This full-time 14-week programme is made up of a combination of learning at Forth Valley College and placement opportunities with local employers ranging from hospitality, clerical, retail and charity organisations.

Contents Include:

Customer service and communication skills; Commercial awareness; Working under pressure; Working in a busy team; Time management; Initiative; Use of IT; Health & Safety and Responsibility; Cultural awareness; Numeracy; Develop your physical fitness; Having knowledge of placement.

Start Date

February

Qualification

Other

Study Method

Full time

Course Length

14 weeks

Department

Supported Learning

Entry Requirements

No formal entry requirements, applicants must have officially left school.

SCQF Level

4

SCQF Points

«SCQFPoints»

Progression Routes

Preparation for employment courses have allowed individuals to progress to Modern apprenticeships, college courses, training and employment.

Combination Courses

«htmlCombinationCourse»

«htmlCombinationUCASCode»

Address

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Website

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