

**Customer Service and Business Administration
On The Cross Rhythms Pre-Apprenticeship Programme**

Course Title:	Customer Service and Business Administration
Leading To:	Open College Network West Midlands Level 2 Award In Progression (QCF)
Duration:	6 week course (4 weekdays 9am-5pm)
Start Date:	This course runs with a rolling start date, subject to availability
Cost:	Free, each place is sponsored by a local business or trust

A course to raise the awareness of customer service in an on-line shop and assist students with excellent business administration skills.

What Happens During The Course

Students will work in an on-line shop, gaining work experience in telephone and communication skills; professional handling of customers and understanding the role of the customer service assistant. Their work experience will be compatible with their qualification.

During the course the student will answer sales calls, process orders, package orders, process the posting of orders to customers and process customer enquiries and emails.

Key Benefits Of Taking This Course

- Ofqual recognised qualification
- Work experience in an on-line shop based at a local community radio station
- Professional tutor
- Build your own portfolio
- Work reference
- Work Ready session with HR Manager from Emma Bridgewater

Total credits required: 9

Open College Network West Midlands Unit Titles

Understanding Customer Service (3 credits)
Communication In The Workplace (3 credits)
Developing Communication Skills For Business (3 credits)

Application For Course

For more information or to apply, please contact our HR Manager, on Tel: 01782 251000 or email: hr@crossrhythms.co.uk. Please email a CV, two references and a letter of intent explaining why you would like to apply for this course. If you are claiming benefits, then please consult your Jobcentre Adviser and they will contact us on your behalf.