



# Customer Service

**FETAC Level 6  
D30151**

**Programme Brochure**

# Customer Service

## FETAC Level 6 - D30151

Oyster TRAINING Programmes

This programme is designed to enable the learner gain a detailed understanding of the customer service function within an organisation and to facilitate the development of effective customer service skills.

### Programme Aims

Learners who successfully complete this module will:

- Appreciate the importance of the customer to an organisation
- Understand the role and responsibilities of the frontline representative of an organisation
- Understand the team work necessary to meet customer needs and expectations
- Be familiar with relevant legislation
- Develop a customer oriented quality service consistent with best practice and standards

### Programme Content

The programme is delivered in eight units as follows:

- Unit 1 - Organisations and their Customers
- Unit 2 - Targeting the Customer
- Unit 3 - Principles of Customer Service
- Unit 4 - Customer Contact Skills
- Unit 5 - Setting and Monitoring Customer Service Standards
- Unit 6 - Consumer Protection
- Unit 7 - Specialist Option
- Unit 8 - Developing a Customer Service Programme for Staff

### Programme Duration

This programme comprises a minimum of 110 hours of learning, of which a minimum of 36 hours will be tutor led and the remainder will be learner centred learning. These 36 hours of tutor led training will be delivered over a period of six days.

### Programme Certification

On successful completion of the programme, learners will receive the FETAC Level 6 Minor Award, D30151 – Customer Service.

## Entry Requirements

To access the programme, learners should possess a FETAC Level 5 Certificate, Leaving Certificate or equivalent qualifications. Applicants who do not have these formal educational qualifications may apply for access to the programme based on their relevant life and work experience, achievement and learning.

All learners attending the course must bring to registration:

1. Completed Programme Booking Form
2. PPS number
3. Two recent personal passport size photographs. (These photographs have been taken within the last twelve months and must be signed on the back)
4. Identification (Drivers Licence, Passport, Social Welfare Services Card)

## Learner Assessment

To achieve certification learners will complete the following assessments:

- A project to design and plan a customer service programme (50% of overall mark)
- An assignment to evaluate custom service policies and their impact on an organisation (25% of overall mark)
- An assignment to assess customer satisfaction with a particular service area. (25% of overall mark)

## Learner Progression

- D30151 - Customer Service is a component of:
  - BALBX - FETAC Level 6 Advanced Certificate in Applied Languages and Business
  - BAXXX - FETAC Level 6 Advanced Certificate in Administration
  - BBMSX - FETAC Level 6 Advanced Certificate in Business
  - BITSX - FETAC Level 6 Advanced Certificate in International Teleservices

Learners who successfully complete the programme may use the associated credits towards this award.

- Certain Higher Education Institutions reserve a quota of places on specific programmes for applicants who have attained *any* FETAC Levels 5 or 6 awards. In 2010, a total of 408 such awards were listed on the Central Applications Office website ([www.cao.ie](http://www.cao.ie)).
- Certain programmes of higher education identify specific FETAC Modules as part of their entry requirements, e.g. learners with BALBX - FETAC Level 6 Advanced Certificate in Management may apply to NUI Maynooth for access to Honours Bachelors Degree (Level 8) Business Management.

# Booking Form

## Customer Service

### FETAC Level 6 - D30151

#### Programme Details

Programme Title

Venue  Date

#### Personal Details

Family Name

First Name(s)

Address for Correspondence

Tel. No. (Land-line)

Tel. No. (Mobile)

Date of Birth

PPS Number

Do you have any needs of which Oyster should be aware? Yes  No

Please provide details  
(or contact Oyster directly to discuss)

Attach two recent personal, passport size photographs, signed on the back, that have been taken within the past 12 months.

## Qualification Details

Please provide details of your relevant qualifications.

- (e.g. FETAC Level 5 Certificate, Leaving Certificate or equivalent qualifications)

If applying based on life and/or work experience, achievement and other learning, please provide information you consider relevant to your enrolment on the programme.

- (Include any work or life experience you consider relevant, any training courses attended, voluntary work or any other information you consider relevant. Attach additional pages if required.)

I confirm that the information provided on this application form is correct and any attached documents are authentic.

Signature

Date

*Programmes delivered by Oyster are of less than three months duration, therefore, Section 43 of the Qualifications Act (1999) does not apply. Regardless of this, in the event of Oyster ceasing to provide a programme for which fees have been paid, or prematurely ending a programme for which fees have been paid, these fees will be refunded to learners.*

## Employer Details

- If your course fees are being paid by your employer company, please provide the following information
  - Please ensure that you complete the Programme Details and Personal Details sections on the previous page
  - Please note that payment must be made *before* the learner commences the programme.

Employer Name	<input type="text"/>
Employer Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Contact Name	<input type="text"/>
Contact Title	<input type="text"/>
Contact Tel. No.	<input type="text"/>
Fee Due	<input type="text"/>
P.O. Number	<input type="text"/>

Forward this booking form with the correct fee by way of a cheque, bank draft or postal order made payable to Oyster, to 44 Ticknock Park, Sandyford, Dublin 18.  
T: 01 2063840 M: 085 1078585 E: [info@oystercoaching.com](mailto:info@oystercoaching.com)

## Oyster Use Only

Total Fee Paid	<input type="text"/>
Payment Method	<input type="checkbox"/> Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Postal Order
Receipt Number	<input type="text"/>
Photo ID Checked	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Passport
	<input type="checkbox"/> Drivers Licence
	<input type="checkbox"/> National Identity Card
	<input type="checkbox"/> Other <input type="text"/>
Staff Signature	<input type="text"/>

T: 01 2063840 M: 085 1078585 E: [info@oystercoaching.com](mailto:info@oystercoaching.com)  
[www.oystercoaching.com](http://www.oystercoaching.com)