



## Course details

### Course title

Professional Development: SWAP Introduction to Customer Service with AVIVA

### Course code

Q00018631

### Course date

Start: 04/11/24

End: 08/11/24

### Number of classes

4 sessions

### Timetable

Mon 4th Nov, 10:00 to 14:00

Tue 5th Nov, 10:00 to 14:00

Wed 6th Nov, 10:00 to 14:00

Thu 7th Nov, 10:00 to 14:00

### Tutor

Chris George

### Fee range

Free to £50.00

### How you'll learn

You'll join a small group of fellow learners for classes at the venue indicated. Some materials may be provided in our virtual learning environment.

Got it!

In venue

### Venue

Seetec Pluss (Norwich)  
1st Floor  
Cavell House  
Stannard Place  
Norwich  
NR3 1YE

## **Level of study**

1

## **Course overview**

Prepare for a career in customer service with our SWAP Introduction to Customer Service with AVIVA course. Learn essential skills and knowledge required to excel in customer service roles. Ideal for individuals seeking to enter the customer service industry or enhance their customer service skills.

## **Course description**

Professional Development: SWAP Introduction to Customer Service with AVIVA is designed to help individuals prepare for a career in the customer service industry. This course covers essential skills and knowledge required to provide excellent customer service, including effective communication, problem-solving, and customer relationship management. Participants will learn how to handle customer inquiries, resolve complaints, and maintain a positive customer experience. The course includes practical exercises, role-plays, and discussions that build confidence and competence in customer service tasks. By the end of the course, participants will have a comprehensive understanding of customer service principles and be well-prepared to seek employment in the industry. This course is ideal for anyone looking to start or enhance their career in customer service.

## **What financial support is available?**

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

## **What other support is available?**

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

**Source URL:** <https://www.wea.org.uk/courses/skills-work/other-sectors/4-november-professional-development-swap-introduction-customer>