COMPETENCY-BASED CERTIFICATES

Powered by Leading Edge Learning[SM]

CERTIFICATE IN CUSTOMER SERVICE

Example Certificate

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Written & Delivered By:

Customizing Your Certificate

Peregrine provides you with a portfolio of online, self-paced courses that you can use to easily create comprehensive certificate programs to meet the needs of your industry partners and workforce. Simply identify the certificate programs that align best with your needs and the Peregrine team will help you build your custom certificate from our selection of online cross-disciplinary modules.

There is no cost for adding our customizable certificate programs to your catalog of industry and workforce education offerings. We will work with you to determine the cost and create a revenue share agreement to help you generate additional revenue for your institution.

Certificate Program Delivery

You have the option of delivering the modules you select in an asynchronous, synchronous, or blended format. The modules are set up for asynchronous; however, you may want to include additional time for in-person time focused on discussion and practical workplace application.

For-credit Certificate Programs

The certificate programs you configure with the Leading Edge Learning^{SM} modules could be offered either for not-for-credit or for-credit. In addition, the Leading Edge Learning^{SM} modules are identified by learner hours, which could be translated into course time-on-task. For example, when using the guidelines of the Carnegie unit for determining semester credit, a total of 45 hours is required for one semester credit. There may be institution and programmatic accreditation requirements that you will need to consider.

Prior Learning Assessment

You can also use Prior Learning Assessment (PLA) to award credit towards specific courses, just as you would for other prior learnings and other transfer credits. Not every participant will want to apply the certificates towards credit hours and degree programs, but the option exists.

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Recommended Modules

The following Leading Edge Learning^{SM} module is available for a *Certificate in Customer Service.*

- Quality Customer Service 22-25 learner hours

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Quality customer service entails providing efficient, quick, and friendly service, building strong relationships with customers, handling complaints quickly, and responding to customers' issues on time. Quality customer service is the best way to keep customers coming back, thus ensuring long-term success.

The purpose of this module is to build customer service skills, including those needed for internal customers, external customers, and prospective customers. This module includes current thinking on the topic, as well as the tried-and-true customer service research.

Learning Outcomes
- Describe the importance of quality customer service to organizational success.
- Differentiate between customer service and customer support.
- Apply strategies for performing quality customer service by answering customer service emails, providing customer service on the telephone and through social media, and responding to angry customers.
- Identify strategies for conducting effective sales calls.
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