

COURSE INFORMATION FOR LEARNERS
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Company Name: Vocation Online Ltd/Connect2Beauty

Address: www.connect2beauty.co.uk

Email: info@connect2beauty.co.uk

Course Title	VOC Diploma in Client Services	Attendance? NO Online/Distance learning
Course Cost	£299	
Course Length	At your own pace and in your own time, however you will have tutor support via email for 3 months.	
Minimum & maximum number of students	Unlimited	

What does the course cover?

You will learn how about:

- Teamwork
- Promoting products and sales
- Customer service

What does the student need to know before starting the course? (e.g. qualifications and/or experience)

No previous experience required but it is advised that you have a good general standard of education

How will the course be taught?

- Downloadable training manuals for knowledge and understanding
- Online induction/virtual classroom
- Email contact with your tutor
- Home study for tasks and assignments

How will the course be assessed?

When you have completed your assignments and tasks in your training manual you post it to us at Head Office and we will moderate it in order to assess your knowledge and understanding. On successful completion we will issue you with your certificate. If you wish for your training manuals to be returned to you please enclose an SAE, otherwise take a photocopy of your work.

What are the learning outcomes for each?

1. Identify business resources
2. Manage business resources
3. Promote customer services
4. Improve financial effectiveness

What products, equipment etc are required to attend the course?

A computer and printer and access to research from books and the internet

Is a model required or provided?

None required

Is the course accredited? If yes, who by?

Yes, you will receive the **Vocation Online Diploma in Customer Service**

What is the cancellation policy?

We have a cooling off period of 7 days in case you change your mind about continuing with the course. You are entitled to a full refund of your course fees during this time.