



Distance Learning Courses - Application

Details of the courses can be found on the Sunderland College web site:
<http://sunderlandcollege.ac.uk/19-plus/distance-learning/>

About Distance Learning:

- You can work at your own pace within the course time frame
- Studying in the comfort of your own home rather than studying in a classroom
- No requirements are needed to begin most of the courses
- Online and paper-based methods of course completion are optional depending on the course, which makes it accessible to everyone

PLEASE NOTE:

Studying by distance learning does not suit everyone. To enable the college to assess the suitability of this mode of study for a learner you are invited to complete the following questions. It is very important that you do so without the help of anyone else.

Please be aware once you are enrolled and registered with NCFE, you may be liable to pay up to £100, should you not complete the course.

You will be completing:

Level 2 Certificate in Principles of Customer Service

1. Principles of customer service and delivery
2. Understand Customers
3. Understand employer organisations
4. Understand how to communicate with customers
5. Understand how to handle customer information
6. Understand how to resolve problems and deliver customer service to challenging customers
7. Understand how to develop customer relationships

Please complete your details below.

Name		Age	
Address & Postcode			
Phone Number			
Email Address			

I have read and understood the information above and I am aware there will be a charge if I do not complete the course.

Please complete the questions on the back of this form.



Please tick below to indicate your preference for resources:

Online (access to resources and assessments via online log in)

Online Assessment (paper based work books with online assessments)

Paper based (resources and assessments are provided and completed in paper format)

Why do you want to complete your chosen course?

Identify your strengths/skills (consider past experience, education and employment)

Identify areas you would like to improve and develop, why is this important to you?

Have you previously completed any courses via distance learning?

Yes

No

If yes, please give details:

Please return to distance@sunderlandcollege.ac.uk or Distance Learning Admin, Sunderland College, St Peters Sixth Form, Charles Street, Sunderland, SR6 0AN