



## **Customer Contact Planning and Management**

### **The Programme**

The Customer Contact Planning and Management suite of programmes provides a range of opportunities for part-time, on-line learning for those employed in the customer contact environment. Participants can enrol at any of the 5 distinct award stages to provide the most flexible learning package for this unique vocational qualification designed for the industry. A student can be enrolled on either a full 3-year degree or one of a series of linked awards each with a duration of approximately 6 months, which can lead directly to the final qualification.

### **The Opportunity**

The development of this suite of programmes means that Ulster University Business School in conjunction with their strategic partners The Forum are the sector leaders in widening access to higher education in this important sector. This is the first globally awarded University accreditation, designed in conjunction with the industry, to recognise the growth, professionalism and importance of customer contact to many organisations in many different countries worldwide.

### **Programme Delivery**

All programmes are essentially delivered online, with material distributed on a weekly basis and students are directed to recommended reading, webinars and discussion forum. Additional student/staff “touch points” are provided at different stages of each programme, especially on commencement.

### **Contact Details**

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