

Global Certification: Setting the standard worldwide!



APCSC is shaping the customer service industry through building a Global Certification with international bodies in the USA, Australia, China and other countries for the Customer Service and Support Industry to develop professionalism and career development for the CRM customer service industry.

Sharpen Your Competitive Edge Through Professional Customer Services

APCSC has helped many new as well as existing leading service centers to ensure that the critical success factors of people readiness and transformation through accomplished certification programs. The certified professionals will be able to create a business impact using the World-Class customer service best practices with customer oriented mindset and attitude.

APCSC have assisted many customer service heads and managers in Airlines, Banking, Insurance, Telecom, Logistics firms across industries with service center business consulting and comprehensive benchmarking programs to create business strategies and tactics to enhance their return on investments with the experience reference to many

real successful service organizations in the region and latest trend in the competitive and innovative servicing industries across Asia.

Certification Ensures Training Results

APCSC has proven methodologies and demonstrated over and over again that the most effective way to ensure training results is through Certification. Certification ensures that participants understand the concepts taught in class, as well as to provide a direction and goal for the participants. APCSC continues to engage, monitor, and coach participants through the after-stages of Certification on a one-to-one basis.

Accomplished Programs Covering Various Levels of Customer Service

The Global Certification has been adopted by leading corporations throughout the region. The certification enables organizations to build World-Class Customer Service Standards. The Certifications are recognized in the region and also have endorsement from local universities as well as international bodies.

People Site Certification for Consistent World Class Service

Certification Best Practices

Conventional training programs provide participants with knowledge, tools, and insights to assist with their daily operations without an effective way to measure the learning and knowledge gained and the contributions to business.

Certification provides a goal and direction; both with a sense of self-actualization for the participants and for the client, which is very important particularly in the Customer Service Industry.

Certification ensures that participants understand the concepts taught in class. In addition, APCSC continues to engage, monitor, and coach participants through the after-stages of training on a one-to-one basis, whilst most interaction between the training provider and the client ends on the final day of training.

APCSC has worked with many leading companies from different business sectors in Airlines, Logistics, Financial Services, Banking, Insurance, and Telecom Industries. APCSC has proven methodologies and demonstrated over and over again that the most effective way to ensure training results with the maximum benefit and return on investment is through certification.

APCSC also believes that through this one-to-one coaching, a stronger learning and business application and integration of work and best practices are achieved amongst participants and a common mission, teamwork, confidence within the team is greatly increased.

Certification also provides participants with recognition of their achievements and commitments, boosting moral, and increasing

employee retention.

As part of the certification process, professionals will take a verbal examination and supervisors are required to submit a real-life project. Both Professionals and Supervisors will also take an online customized written examination.

APCSC expects that the skills and knowledge learnt in class will enable Certified Customer Service Professionals to plan for success and implement service improvements at the center and create strong business impact to the Company's bottom line.

The People Site Certification is offered free of charge and is renewed on an annual basis provided that ninety percent or more of the staff remain certified under APCSC's Global Certification programme.