

AUDITING AND GOVERNANCE RISK AND COMPLIANCE | COURSE BROCHURE

# Auditing Customer Service Operations

5 days | Classroom training | English

**SMART HORIZON**

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

Explore current programmes

https://smarthorizon.uk



# Course content

## Why attend

Customer service functions handle complaints, refunds, contracts and sensitive data, creating operational and conduct risks. This course covers auditing customer service: service level and quality controls, complaint handling, refunds and credits, data protection, contact centre performance data and customer outcomes.

Customer service failures harm customers and reputation. You will learn how to audit these operations effectively.

## Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

## Course methodology

Process walkthroughs, audit programme design, sample testing exercises and case studies.

## Course objectives

By the end of this course, participants will be able to:
• Understand customer service risks and controls
• Audit complaint handling processes
• Test refunds, credits and compensation
• Review data protection in customer service
• Validate service and quality metrics
• Assess customer outcomes and conduct risks

## Target audience

This course is suitable for:
• Internal auditors
• Quality assurance managers
• Compliance officers
• Customer service managers
• Risk managers



# Course content

## Target competencies

Participants will develop competencies in:

- Process auditing
- Complaint review
- Transaction testing
- Metric validation
- Conduct assessment

## Course outline

### Day 1: Customer Service Risks

| | |
|---|---|
| **09:00–10:08** | Operations overview |
| **10:08–11:00** | Key risks |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Key risks (continued) |
| **11:45–12:53** | Regulation |
| **12:53–14:00** | Exercise |

### Day 2: Complaints

| | |
|---|---|
| **09:00–10:08** | Complaint processes |
| **10:08–11:00** | Root cause analysis |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Root cause analysis (continued) |
| **11:45–12:53** | Testing |
| **12:53–14:00** | Workshop |

### Day 3: Refunds and Credits

| | |
|---|---|
| **09:00–10:08** | Authority limits |
| **10:08–11:00** | Fraud risks |
| **11:00–11:30** | **Coffee break** |



# Course content

| | |
|---|---|
| 11:30–11:45 | Fraud risks (continued) |
| 11:45–12:53 | Sample testing |
| 12:53–14:00 | Exercise |

## Day 4: Data and Metrics

| | |
|---|---|
| 09:00–10:08 | Data protection |
| 10:08–11:00 | Service metrics validation |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Service metrics validation (continued) |
| 11:45–12:53 | Quality monitoring |
| 12:53–14:00 | Case study |

## Day 5: Customer Outcomes

| | |
|---|---|
| 09:00–10:08 | Conduct risk |
| 10:08–11:00 | Reporting |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Reporting (continued) |
| 11:45–12:53 | Recommendations |
| 12:53–14:00 | Action plan |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



# Course content

## Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Rome<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£2,450.–** |
| Online<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£1,250.–** |
| Vienna<br>Confirmed dates | 30 Nov 2026 | 4 Dec 2026 | **£2,940.–** |
| Online<br>Confirmed dates | 30 Nov 2026 | 4 Dec 2026 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,890.–** |
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£1,250.–** |
| Dubai<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£3,150.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£2,540.–** |
| Online<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£1,250.–** |
| Barcelona<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£2,840.–** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£1,250.–** |
| Frankfurt<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£1,250.–** |
| Paris<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **£2,860.–** |
| Online<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Vienna<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£2,940.–** |
| Online<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£1,250.–** |
| Barcelona<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£2,840.–** |
| Online<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£1,250.–** |
| Dubai<br>Confirmed dates | 28 Jun 2027 | 2 Jul 2027 | **£3,150.–** |
| Online<br>Confirmed dates | 28 Jun 2027 | 2 Jul 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£1,890.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£1,250.-** |
| London<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£1,250.-** |
| Rome<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£1,250.-** |
| London<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Cape Town<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **£1,250.-** |

## Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

## Contact Smart Horizon

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

View the latest course details online