

AUDITING AND GOVERNANCE RISK AND COMPLIANCE | COURSE BROCHURE

Auditing Customer Service Operations

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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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



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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**



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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 EUR, excluding unconfirmed taxes.

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



Course content

Dates, venues and fees (continued)

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



Course content

Dates, venues and fees (continued)

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



Course content

Dates, venues and fees (continued)

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



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,890.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Istanbul Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,650.-**
Online 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 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@smart-horizon.eu
Amsterdam
The Netherlands

View the latest course details online