

## A4Q Service Design Consultancy with Online Exam

**Duration: 3 Days    Course Code: BSDC    Delivery Method: Virtual Learning**

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### Overview:

Service design offers an innovative approach to creating and enhancing business services. AssistKD's Service Design Consultancy course covers the key topics that enable consultants to collaborate with their customers and advise on how to offer the services their customers need. This course prepares attendees to sit the A4Q Certification in Service Design Consultancy examination and contributes to the achievement of the A4Q Certified Service Designer Award.

#### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### Target Audience:

Service designers, business analysts, project managers, business change practitioners and anyone who provides consultancy guidance to business customers.

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### Objectives:

- Upon the completion of this workshop, candidates will be able to:
    - • Describe the purpose and role of the Service Design Consultant.
    - • Understand the principles and ethics of Service Design.
    - • Understand the qualification and initiation of a consultancy assignment.
  - • Analyse service value propositions.
  - • Apply situation diagnosis using causal loop diagrams.
  - • Explain option appraisal and principled negotiation.
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### Testing and Certification

During this three day course you'll receive all the training you need to prepare for the A4Q Certificate in Service Design Consultancy examination. The examination for this certificate lasts for 60 minutes and consists of 40 scenario-based multiple-choice questions. The pass mark is 26/40 or 65%. A pass means you're another step closer to achieving the A4Q Certified Service Designer Award. The exam is taken remotely using the iSQL online exam proctoring service.

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### Follow-on-Courses:

This course is an elective module within the A4Q Certified Service Designer programme. Other modules within this qualification scheme include: Design Thinking, CX Analysis and Business Service Design. The structure of the A4Q Certified Service Designer programme is shown here.

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## Content:

Introduction to Service Design Consultancy and the SD Consultancy Service Framework	Investigating a business service situation	Generating service design options
Service Design Principles and Ethics	Business service performance measures	Techniques to evaluate service design options
Initiating and qualifying a service design consulting assignment	Appraising and diagnosing a business service situation	Techniques to implement a service design solution

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

[www.globalknowledge.com/en-gb/](http://www.globalknowledge.com/en-gb/)

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK