



**ICSP**  
International Customer Service  
Professional

**STUDENT GUIDE**



**BRASI Courses are certified by the BRASI Program Advisory Council (PAC)**

Business Research and Service Institute LLC, USA

[www.brasl.org](http://www.brasl.org)

## **WELCOME TO BRASI**

BRASI offers comprehensive training courses in the field of supply chain and logistics management, preparing students for careers in Purchasing, Production Management, Inventory Management, Warehousing, Distribution, Customer Service, Import & Export, and related disciplines.

Globally accepted methodology and standards are followed for curriculum development and maintenance, demonstrating the quality, value, and effectiveness of our programs. BRASI courses offer the highest return on your investment compared to similar training and certification programs.

This guide provides an overview of our training programs. Answers to frequently asked questions are provided on our website. Also, queries are welcome, please use the contact information provided at the end of this guide.

### **COURSE INFORMATION**

Information about the training programs is provided in the course brochures posted on the BRASI website and through other media as needed. Course brochures contain the following information:

1. Purpose, Scope, and Learning Objectives.
2. Inference and expectations.
3. Course duration.
4. Methodology

Course flyers are used for announcing the program from time to time, and contain the additional information about dates, venue, price, any discounts, or subsidies offered, and other information related to the event.

### **TRAINING METHODS**

Keeping in mind the individual learning needs and busy schedules of our learners, we offer the following delivery options:

1. **Instructor-led Training:** This method offers a high degree of interaction and the maximum number of contact hours with the instructor. Instructor-led training is delivered in an online classroom, as well as on-site at select locations, as announced from time to time. This method is preferred by students who want to review each chapter in detail, on a formal schedule and agenda.
2. **Self-paced Training:** This method offers the highest flexibility, as the students review the course materials on their own, prepare for the final test using the resources provided and take the final exam. This method suits those students who have some prior knowledge of the subject and want to set their own timetable.

Each learning method includes 24x7 access to BRASI's online learning resources which include the following:

1. Video lessons.
2. Downloadable, print-ready handbooks.
3. Interactive quizzes.
4. The final test.

Course duration is three to six months, depending on the course, and can be extended upon request. Certificate is awarded upon meeting the success criteria for each of the above-mentioned delivery methods.

### **ATTENDING THE TRAINING SESSIONS**

1. Instructor-led On-site courses: Joining instructions and agenda are provided upon signing up for the course.
2. Online courses: These include Instructor-led, Hybrid and Self-paced courses. Students take the training as
  - Online Instructor-led Courses: Students receive the agenda and web-meeting invitation one week prior to the start date of the course. The joining instructions include systems requirement and other related information to help the student prepare for the training. Access to the online resources is provided before the start of the course.
  - Self-paced Courses: Upon signing up, students receive access to the online resources, along with contact information for assistance if needed.

### **PROGRESSING THOROUGH THE COURSE**

In each method of delivery, students have access to the same learning resources, including the downloadable files, quizzes, and the exam.

Navigation through the course is quite simple and intuitive, with clear instructions and prompts. Each section must be completed, including its quiz, and marked, 'Complete', before one can move to the next section. A minimum score of 70% must be achieved in each quiz before proceeding. Quizzes can be taken multiple time, using the reset button.

### **FINAL TEST**

The final test is the last section in the course. The level of difficulty is higher than the quizzes, as well as the number of questions. A minimum score of 70% must be achieved to pass the exam. Two attempts are allowed.

## CERTIFICATE

Certificate is uploaded to the students account upon passing the exam. All of our certificates are issued by the Business Research and Service Institute USA, carry a unique code which for verification upon request, and are valid for life.

### Suggest Schedule

Period	Actions
Week 1	Review Modules 1 and 2  Review the modules from the handbook and watch the lesson video.  Take the quiz upon completing Module 2.
Week 2	Review Modules 3 and 4  Review the modules from the handbook and watch the lesson video.  Take the quiz upon completing Module 4.
Week 3	Review Modules 5 and 6  Review the modules from the handbook and watch the lesson video.  Take the quiz upon completing Module 6.  Take the final quiz. Your ICSP Certificate will be added to your account, which you can download, save and print as needed.

COURSE FEEDBACK FORM – please take a moment to complete the feedback form, your input is important for continuous improvement of our programs. Stay connected for lifelong learning and professional development. Sign up for the BRASI Newsletter if not done already.

