

| ACCREDITED |

CUSTOMER SERVICE

This qualification is ideal for learners who deal, or intend to deal, with customers on a daily basis as part of their job role. It is applicable to a variety of work environments and covers topics such as supporting customer service improvements, using service partnerships to deliver customer service and negotiating in a business environment.

The qualification provides learners with knowledge, understanding and skills in customer service such as:

- Organising and delivering customer services
- Understanding customer retention
- Managing personal performance
- Resolve customer complaints
- Principles of business



LEVEL 3



COST ENQUIRE

HOW LONG WILL IT TAKE ME TO ACHIEVE THIS QUALIFICATION?

Suggested delivery is approximately 290 hours, with some home and online learning.

HOW IS THE QUALIFICATION ASSESSED?

You will provide a portfolio of evidence, containing workbooks, assignments and observations. These will be assessed by your teacher.

WHAT NEXT?

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Level 2 Diploma in Team Leading
- Level 3 Diploma in Management

