

May 2015

## City & Guilds

501/1838/9 Entry Level Certificate for Introduction to Customer Service (Entry 3)

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### OVERVIEW

- What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellence customer experience and allows learners to study a broader range of customer service concepts than the Entry level Award. Learners will develop their awareness of customer service concepts at Entry level 3.

The following areas can be covered within this qualification:

- Know how to deal with customer queries
- Legislation, regulation and procedures to follow in customer service
- Handling telephone calls from customers
- Effective relationships with customers and colleagues
- Effective communication with customers.

All learners will cover the mandatory core units and then a choice of optional units. 100% of the vocational learning in this qualification relates to the customer service sector.

This is a Framework qualification.

Who could take this qualification?

Entry Level 3 will suit you if you are looking to gain a formal qualification that will lead to further learning but currently have limited knowledge and experience. At this level you will develop your customer service knowledge. The Entry level Certificate in Customer Service includes a broader range units than the Entry level Award, whilst still allowing the learner to study customer service within a broad programme of study that could include employability skills, personal development, English and/or maths. It is thus suitable for learners returning to learning after a period of time and those currently unemployed.

This qualification is suitable for anyone from 16 years old or over.

This qualification is not a component of an apprenticeship framework.

### WHAT COULD THIS QUALIFICATION LEAD TO?

The learner could progress onto other qualifications such as:

- Level 1 Award/Certificate in Customer Service (4417)
- Level 2 NVQ in Customer Service (4430)

- Level 1 Award/Certificate in Business Administration (4418).

This qualification could lead to jobs such as:

- Customer service trainee
- Trainee call centre operator.

#### WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK  
DC Training and Development Services  
Qube Learning (Qube Qualifications and Development Ltd)