

June 2014

City & Guilds

500/8818/X Level 3 NVQ Diploma in Customer Service

OVERVIEW

- What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellence customer experience and will equip you with the necessary skills to work and support customer service delivery.

The following areas that can be covered within this qualification:

- Champion customer service
- Make customer service personal
- Plan, organise and control customer service operations
- Deliver seamless customer service with a team
- Process customer service complaints
- Handle referred customer complaints
- Develop a customer service strategy for a part of an organisation
- Manage a customer service award programme.

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

At Level 3, you are able to respond to customer issues at a strategic level, suggesting improvements to customer service strategy and helping in their implementation.

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

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Team leader
- Manager
- Delivering customer service across an organisation
- Analyse and respond to customer service issues

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The learner could progress onto other qualifications such as:

- Level 4 NVQ Diploma in Customer Service
- Level 2 and Level 3 Business Administration
- Level 2 and Level 3 Contact Centre Operations
- Customer Service Apprenticeships
- Customer Service Advanced Apprenticeship
- Institute of Leadership and Management (ILM) qualifications.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

Flybe

Kings College NHS Trust

Northamptonshire NHA Trust

Thomas Cook

Waitrose

Greenbank Services Ltd