

July 2014

City & Guilds

601/3540/2 Level 4 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:

- Manage customer service operations
- Champion customer service
- Manage personal and professional development
- Develop a customer service strategy
- Monitor the quality of customer service interactions
- Initiate and implement operational change

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?

Level 4 is ideal if you are responsible for developing and implementing customer-service strategies for your team, department or organisation. You're looking to develop the skills needed to manage and resolve challenging issues raised by customers.

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
- Implementing customer service strategy across an organisation
- Implementing customer service processes and practice

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The learner could progress onto other qualifications such as:

- Level 2, Level 3 and Level 4 Business Administration
- Level 2 and Level 3 Contact Centre Operations
- Business Administration Apprenticeship
- Customer Service Advanced Apprenticeship
- Institute of Leadership and Management (ILM) qualifications
- Foundation Degrees.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

Kings College Hospital NHS Trust
Allied Healthcare
Clipper Logistics
Hospice Homecare
Avanta
IMRG