

July 2014

City & Guilds

601/3564/5 Level 3 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:

- Organise and deliver customer service
- Understand the customer service environment
- Understand customers and customer retention
- Resolve customers' problems
- Principles of business
- Manage personal and professional development

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 Diplomas in 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:

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