

## Business

Course Name - Level 3 NVQ Diploma in Customer Service

Course Code - BBMP2317XA

### Duration, day and time of the course:

This qualification is delivered by your assessor on a 1:1 basis in your work place. Meetings take place every 3-4 weeks and learners are required to complete work in between meetings. The course takes approximately 9 - 12 months to complete.

### Entry requirements:

Candidates must be working in a realistic customer service environment and will be required to attend an interview prior to acceptance.

### What qualifications will I get?

Level 3 NVQ Diploma in Customer Service

### Course description:

The Level 3 NVQ Diploma is aimed at staff working in Customer Service across all occupations and sectors of employment. The qualification is intended for individuals who will be delivering and managing services and are accountable in their area of practice. The individual will be working without direct supervision or on their own, for example in a commercial customer service environment.

### Units/topics covered:

The course is made up of the following mandatory units:

- Demonstrating understanding of customer service
- Demonstrating understanding of the rules that impact on improvements in customer service

A selection of optional units must also be completed. These fall under the following themes; Impression and Image, Delivery, Handling Problems, Development and Improvement.

**Type of assessment:**

This qualification is competence based and is linked to the candidate's ability to perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

**Where can it lead?**

Accreditation towards further Customer Service qualifications and improved skills and knowledge which could lead to promotion

**Course fee:**

Cost on application

**What to do next:**

For advice & guidance or to arrange an interview please call **Employer Services: 01737 788316**

**Disclaimer:**

Every effort has been made to ensure that the details contained in this leaflet are up-to-date and accurate at the time of printing. However, the College reserves the right to alter or cancel courses, their content, entry requirements, fees or other details should circumstances dictate.

Should you require this leaflet in a different format please contact Client Services on 01737 788444.