

QCF NVQ DIPLOMA IN CUSTOMER SERVICE LEVEL 3

FUNDING/
CO-FUNDING
AVAILABLE



The QCF NVQ Certificate in Customer Service level 2 is a nationally recognised qualification based on the national occupational standards developed by Asset Skills and awarded by City & Guilds.

The Diploma is aimed at Candidates who have significant responsibility for the delivery of service for both internal & external customers. They will be able to demonstrate an ability to find solutions to use customer service as a competitive tool. They will be able analyse information respond on a strategic level and suggest improvements and lead implementation using appropriate software.

Programme Details

To achieve the level 3 Diploma you must reach a **minimum credit value of 42**.

A **minimum of 22 credits** must be at level 3.

12 credits must be achieved from the **Mandatory units**.

A further **30 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

Mandatory Units

301 Demonstrate understanding of customer service

302 Demonstrate understanding of the rules that impact on improvements in customer service.

The optional units are broken down into groups. They cover

Impression and image

Service Delivery

Handling Problems

Development and Improvement

Within each group there are level 2 & 4 units, therefore being more flexible and adaptable to suit individuals abilities.

Assessment

Assessment:

Each learner is assigned an assessor who is responsible for:

- support and encouraging candidates;
- drawing up assessment plans with candidates;
- preparing candidates for assessment;
- provide equal opportunities for assessment.
- Provide email, telephone support and monthly meetings

Entry requirements

All candidates must be over the age of 16. They should be in role where they have the potential and opportunity to gain the work based evidence required.

The course is open to candidates at any gender, race or age. However, candidates must be employed in a workplace relevant to the award.

How long will it take?

Depending on experience most participants complete within 9-12 months. Individual learner plans are produced for each learner.

Progression

Additional units can be added to the diploma as learners progress with their career in different specialised areas within the industry.

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