

Level 3 NVQ Diploma in Customer Service

Course content

Units have different credit values and to achieve the Award learners must gain a total of 42 credits.

Mandatory units

- Demonstrate understanding of customer services
- Demonstrate understanding of the roles that impact on improvements in customer services

Worth 12 credits

Optional units

- Communicate effectively with customers
- Deliver reliable customer service
- Resolve customer service problems
- Develop customer relationships
- Deal with customers face to face
- Make telephone calls to customers

30 credits must be achieved

Who is the course for?

The Level 3 Diploma in Customer Services qualification is aimed at anyone progressing from the Level 2 qualification or someone looking to pursue a career in a customer service in a supervisory position.

Assessment method

- Observations
- Witness testimonies
- Verbal and written questioning
- Worksheets
- Portfolio building
- Placement diary (if applicable)

Entry requirements

Functional Skills in English and Maths at Level 2 or above.

Future opportunities / career options

On completion of this course learners will gain a Level 3 Diploma in Customer Services and then be able to progress on to other related courses or to find employment within the customer service industry.

When the course is run?

Daytime, 1 and a half days per week (including work placement is possible).



**Contact Guidance on
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