

### Course Overview

The Level 3 Diploma in Customer Service (RQF) is an accredited and Ofqual regulated 100% online qualification. This customer service diploma aims to recognise learners' endeavours in the field of customer service. It is also for learners whose jobs enable them to provide customers with a consistently better service experience. These learners may be in positions with a specific customer service job title, or their primary duty is to provide outstanding customer service to make loyal customers. This informative Level 3 Diploma in Customer Service comes highly recommended if you are ready to take charge of your career prospects right now! All of this starts with focused research into the fundamentals of this fascinating topic! For more information or clarification, please contact our team for free and comprehensive advice.

### Eligibility Criteria

There are no specific entry requirements for this qualification. However, the learners must be 16 years or above to get themselves enrolled in this course.

### Duration and Delivery

This Level 3 Diploma in Customer Service (RQF) is designed to be completed online at the pace that suits you the best. This fast track Level 3 Diploma in Customer Service course can take as little as 2 months of full-time study or 1 year of part-time study to become a certified customer service specialist. The qualification is delivered through our Virtual Learning Environment (VLE), which refines your customer service skills. Our 24x7 online tutor support is there to facilitate you to achieve your success rate accordingly.

### Assessment and Verification

All units within this customer services (CS) qualification are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, witness testimony and/or direct observation, detailed guidance for which will be provided by the tutor. You will receive 24x7 tutor support once you are enrolled on our online portal to assist you in reaching your goals.

### Progression

This is a thorough qualification of Level 3 Diploma in Customer Service, which helps learners enhance their career profile. Successful completion of this 100% accredited online course enables learners to proceed to the following qualifications:

Level 3 Diploma in Business Administration (RQF)  
 OTHM Level 4 Diploma in Business Management  
 Level 4 NVQ Diploma in Customer Service (RQF)

### Course Includes

- ✔ 55 Credits
- ✔ 338 Guided Learning Hours
- ✔ 550 Total Qualification Time
- ✔ 12 Units
- ✔ 38 Learning Outcomes
- ✔ 12 Assignments

### Unit Structure

- ✔ Champion Customer Service
- ✔ Manage Personal and Professional Development
- ✔ Manage Individuals' Performance
- ✔ Manage Team Performance
- ✔ Promote Equality, Diversity and Inclusion in the Workplace
- ✔ Resolve Customers' Problems
- ✔ Build and Maintain Effective Customer Relations
- ✔ Principles of Business
- ✔ Organise and Deliver Customer Service
- ✔ Understand the Customer Service Environment
- ✔ Understand Customers and Customer Retention
- ✔ Monitor the Quality of Customer Service Interactions

