

### Course Overview

The Level 4 NVQ Diploma in Customer Service (RQF) is an accredited and Ofqual regulated 100% online, competence-based qualification. This Customer Service Diploma course aims to provide learners with the skills and knowledge needed to recognise good customer service strategies application at the operational level. This customer service diploma online course is intended for learners working in or new to the customer service industry and want to expand their experience while earning a nationally recognised qualification. The diploma in customer service management offers customer-service experience and understanding to learners who communicate with customers regularly as part of their work role and contribute to various work settings. You are not required to have any prior qualification or experience to start this course, just a passion for customer services.

### Eligibility Criteria

There are no specific entry requirements for this qualification. However, the learners must be 18 years or above to get themselves enrolled in this course.

### Duration and Delivery

This Level 4 Diploma in Customer Service (RQF) is designed to be completed online at the pace that suits you the best. This fast track Level 4 Diploma in Customer Service course can take as little as 4 months of full-time study, or usually, 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 4 NVQ 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 4 NVQ Diploma in Management

Level 5 NVQ Diploma in Management and Leadership

### Course Includes

- ✔ **50** Credits
- ✔ **255** Guided Learning Hours
- ✔ **500** Total Qualification Time
- ✔ **11** Units
- ✔ **35** Learning Outcomes
- ✔ **11** 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
- ✔ Manage Customer Service Operations
- ✔ Gather Analyse and Interpret Customer Feedback
- ✔ Manage Incidents Referred to a Contact Centre
- ✔ Monitor the Quality of Customer Service Interactions

