



# Step Up Training and Care

From Training to Caring, we deliver excellence

Qualification Name	<b>Level 3 Diploma in Customer Service (RQF)</b>
Qualification achieved	Highfield Level 3 Diploma In Customer Service (RQF) 601/4027/6

## Qualification Structure

This qualification will be assessed through a portfolio of evidence.

You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification.

Learners will be required to undertake personal research and complete assignments in line with the qualification criteria. Work is submitted through building a portfolio of evidence which is submitting in a variety of ways including

- Telephone appointments with your assessor
- Written submissions usually sent by email
- Completing an E-portfolio where requested.

There are no exams required to pass this qualification. We do not require an observation of the learner in practice.

## Qualification Duration

Total Qualification hours is approximately 550 hours with 289 hours as guided learning hours. This equates to approximately a 6-month timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.

This course has a limit of 12 months to complete from enrolment date.

## Costs

This course is £750

50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.

## Who can enrol for this course?

The objective of this qualification is to support a role in the workplace for learners who deal, or intend to deal, with customers on a daily basis as part of their job role. It is applicable to a variety of work environments and covers topics such as supporting customer service improvements, using service partnerships to deliver customer service and negotiating in a business environment.

### Entry requirements

Must be 16+.

There are no specific entry requirements however it is recommended that learners have minimum of Level 2 in English.

### Who is this qualification suitable for?

This qualification is designed for:

- Learners wishing to progress into customer service role
- Those already working in customer service
- Those working in business environment who use customer service as an integral part of their job roles
- Those looking to improve their customer service skills

The Level 3 Diploma in Customer Service is a combined knowledge and competency qualification. This means that the qualification assesses competence, skills, knowledge and understanding.

The purpose and aim of the Customer Service Diplomas is to provide learners, working in a customer service occupation (including Customer Service apprentices), with a nationally accredited qualification.

The qualifications provide learners with the opportunity to gain recognition of their skills and develop their knowledge in a wide range of customer service duties, such as resolving complaints, managing performance or developing a social media strategy.

With the inclusion of a wide range of optional units, the qualification can be tailored to suit an individual learner's role and the needs of their employer.

### Certification

Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.

### Enrolment

Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

### Module Content

To complete the Highfield Level 3 Diploma in Customer Service (RQF), learners must complete the following

- all units contained within the mandatory group
- a minimum of 15 credits from Optional Group A
- a maximum of 9 credits from Optional Group B

#### **Mandatory Units**

- Organise and deliver customer service (Credit Value 5)
- Understand the customer service environment (Credit Value 5)
- Understand customers and customer retention (Credit Value 4)
- Resolve customers' problems (Credit Value 4)
- Principles of business (Credit Value 10)
- Manage personal performance and development (Credit Value 3)

**Optional Group A Learners must achieve a minimum of 15 credits from this group**

- Develop resources to support consistency of customer service delivery (Credit Value 5)
- Use service partnerships to deliver customer Service (Credit Value 3)
- Resolve customers' complaints (Credit Value 4)
- Gather, analyse and interpret customer feedback (Credit Value 5)
- Monitor the quality of customer service interactions (Credit Value 5)
- Communicate verbally with customers (Credit Value 3)
- Communicate with customers in writing (Credit Value 3)
- Promote additional products and/or services to customers (Credit Value 2)
- Exceed customer expectations (Credit Value 3)
- Deliver customer service whilst working on customer's premises (Credit Value 4)
- Deliver customer service to challenging Customers (Credit Value 3)
- Develop customer relationships (Credit Value 3)
- Support customer service improvements (Credit Value 3)
- Support customers through real-time online customer service (Credit Value 3)
- Support customers using self-service equipment (Credit Value 3)
- Use social media to deliver customer service (Credit Value 3)
- Provide post transaction customer service (Credit Value 5)
- Champion customer service (Credit Value 4)
- Build and maintain effective customer relations (Credit Value 6)
- Manage a customer service award programme (Credit Value 4)
- Manage the use of technology to improve customer service (Credit Value 4)
- Develop a social media strategy for customer Service (Credit Value 5)

**Optional Group B: Learners may achieve a maximum of 9 credits from this group**

- Negotiate in a business environment (Credit Value 4)
- Promote equality, diversity and inclusion in the Workplace (Credit Value 3)
- Manage team performance (Credit Value 4)
- Manage individuals' performance (Credit Value 4)
- Collaborate with other departments (Credit Value 3)
- Negotiating, handling objections and closing Sales (Credit Value 4)
- Obtaining and analysing sales related Information (Credit Value 4)
- Buyer behaviours in sales situations (Credit Value 3)
- Manage incidents referred to a contact centre (Credit Value 6)
- Lead direct sales activities in a contact centre Team (Credit Value 4)
- Manage diary systems (Credit Value 2)
- Contribute to the organisation of an event (Credit Value 3)
- Provide reception services (Credit Value 3)
- Buddy a colleague to develop their skills (Credit Value 3)
- Employee rights and responsibilities (Credit Value 2)
- Processing sales orders (Credit Value 2)
- Bespoke Software (Credit Value 4)