

Diploma Customer Service Specialists



Course Overview

This course is ideal for those who would like to work in a Customer Service focused environment or for anyone already working in the sector. This qualification can equip learners with the skills to enable them to further their career in the roles of team leader, assistant office manager or supervisory role in the Customer Service sector. The programme will be tailored to suit your job role and working methods and will highlight areas for development.

You will work with an assessor who will guide you through your programme of learning to produce a portfolio of evidence using e-portfolio, within your workplace.

What You Will Study

You will study the City & Guilds Level 3 Diploma for Customer Service Specialists qualification. The qualification covers a range of topics through 8 mandatory units and 1 optional unit.

Mandatory units:

- Developing self
- Customer service legislation, regulation, policies and procedures
- Effective team working
- Brand, image and reputation
- Business knowledge and understanding in a customer service environment
- Specialist customer service knowledge and skills
- Handling and resolving complex customer service issues
- Improvement to customer service delivery

Optional units:

- Team leading
- Retail operations
- Planning and implementation of a sales campaign(s)
- Marketing management
- Use of social media in own organisation
- Project management
- Coaching and mentoring

START DATE

Flexible

LEVEL

Level 3

STUDY MODE

Part-time

DURATION

15 months

AWARDING BODY

City & Guilds

LOCATION

Workplace Based



For further information about this course, including Entry Requirements, Assessments and Further Study, scan the QR code.

Need More Information?

For additional course information please contact the Course Information Team on **01924 789111** or email courseinfo@heartofyorkshire.ac.uk.

To learn more about the Heart of Yorkshire Education Group, our facilities and how we can support you please visit our website www.heartofyorkshire.ac.uk.

Quick Links



**How to
Apply**



**Student
Support**



**Virtual
Tours**



Attendance Expectations

You will attend scheduled meetings with your assessor to maintain progress.

How You Will Be Assessed

Assessments will take place both in the workplace and at College, using an online e-portfolio. You will produce assignments, gather product evidence for your portfolio, be observed by your assessor in the workplace, and complete an online multiple choice test under exam conditions.

Entry Requirements

Workplace delivery. You should be working in a role that corresponds with the study programme and have sufficient customer interaction in your role.

Fee Information

£3,600.

Further Study

Completion of the Diploma in Customer Service Level 3 may allow students to progress to a related programme at level 4, including Foundation Degrees.

