

## City & Guilds Diploma in Customer Service Level 3



### In a nutshell

This course is designed for learners in customer service roles, looking to further develop their understanding of customer service strategy from level 2.

### This course is for...

- ...people working in industry including call centres, tourism, hospitality and local government
- ...those wishing to improve customer service process in their role
- ...those looking to learn about customer expectations

### Course content

Learners will focus on how customer service delivery affects customer expectations and how the customer service process can be improved through customer feedback and effective teamwork.



# COURSE INFORMATION LEAFLET

## Assessment

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.

## Entry Requirements

Learners will need to be employed in an appropriate role to study this diploma.

## Additional information

The course will usually take 60 weeks to complete. After successful completion, learners can go on to study Level 4 Customer Service Excellence module (franchised through the University of South Wales).

This programme is part financed by the European Social Fund through the Welsh Government.