

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).

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