

Focus Awards Level 3 Diploma in Customer Services (RQF)

Overview

The Level 3 Diploma in Customer Service (RQF) is an accredited, and UK Ofqual regulated 100% online qualification. This customer service diploma aims to recognise learners' endeavours in the field of customer service. It is also for learners whose jobs enable them to provide customers with a consistently better service experience. These learners may be in positions with a specific customer service job title, or their primary duty is to provide outstanding customer service to make loyal customers. This informative Level 3 Diploma in Customer Service comes highly recommended if you are ready to take charge of your career prospects right now. All of this starts with focused research into the fundamentals of this fascinating topic. For more information or clarification, please contact our team for free and comprehensive advice.

Duration and Delivery

This Level 3 Diploma in Customer Service (RQF) is designed to be completed online at the pace that suits you the best. This fast track Level 3 Diploma in Customer Service course can take as little as 2 months of full-time or 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 online tutor support is there to facilitate you to achieve your success rate accordingly.

Assessment & Verification

All units within this online 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 tutor support once you are enrolled on our online portal to assist you in reaching your goals

Eligibility Criteria

- Learners must be age 16+
- Learners must be employed in a relevant job role and have sufficient literacy and numeracy skills, preferably at Level 2, to complete this course.

Progression

This is a thorough qualification of Level 3 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 3 Diploma in Business Administration \(RQF\)](#)
- [OTHM Level 4 Diploma in Business Management](#)
- [Level 4 NVQ Diploma in Customer Service \(RQF\)](#)

338	Guided Learning Hours
550	Total Quality Time
12	Units
55	Credits

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Unit Structure

- ✔ Principles of Business
- ✔ Manage Personal and Professional Development
- ✔ Manage Individuals' Performance
- ✔ Manage Team Performance
- ✔ Promote Equality, Diversity and Inclusion in the Workplace
- ✔ Build and Maintain Effective Customer Relations
- ✔ Resolve Customers' Problems
- ✔ Champion Customer Service
- ✔ Organise and Deliver Customer Service
- ✔ Understand the Customer Service Environment
- ✔ Understand Customers and Customer Retention
- ✔ Monitor the Quality of Customer Service Interactions