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City & Guilds

500/6206/2 Level 3 Certificate in Customer Service

OVERVIEW

- What does this qualification cover?

This qualification provides the knowledge you need to gain an understanding of customer service. It covers the following:

- principles of improving the customer service process
- understanding customer expectations
- understanding how interpersonal skills affect customer satisfaction
- understanding of solutions to customer service problems.

This is a Framework qualification.

- Who could take this qualification?

This Level 3 qualification is ideal if you're looking to develop your understanding of customer service beyond Level 2, and builds on the foundation of knowledge provided by the Level 2 Certificate in Customer Service (500/6329/7). Opportunities for further learning exist if you are looking to expand your knowledge, develop skills and take on more responsibility. It is also suitable if you are looking to transfer your knowledge and understanding of team-leading from other areas to a customer service context.

The Level 3 Certificate in Customer Service (knowledge-based qualification) offers an opportunity for learning at level 3 outside of related employment or an apprenticeship programme, and so is ideal for those learners looking to expand their knowledge of Customer Service, without having to be employed in the sector. The other Ofqual regulated Level 3 qualifications in this sector are the Level 3 NVQ Diploma in Customer Service (500/8818/X) and the Level 3 Diploma in Customer Service (601/3564/5). These require the learner to produce evidence of competence and performance from a relevant position of employment.

WHAT COULD THIS QUALIFICATION LEAD TO?

The learner could progress onto a Customer Service Apprenticeship at Level 3 or other qualifications such as:

- Level 3 Diploma in Customer Service (combined knowledge and competence)
- Level 4 NVQ Diploma in Customer Service



- Level 2 Certificate in Principles of Business and Administration
- Level 3 Certificate in Principles of Business and Administration
- Level 2 Diploma in Business Administration (combined knowledge and competence)
- Level 3 Diploma in Business Administration (combined knowledge and competence)
- ILM qualifications in Team Leading and Management

This qualification could lead to a wide range of jobs in customer service, including:

- Customer Service team leader
- Customer Service manager
- Delivering customer service across an organisation
- Analysis of customer service issues.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

CAD Centre (UKPRN: 10001080)
Qube Training (UKPRN: 10005319)
TDR Training (UKPRN: 10006517).