

# LEVEL 3 DIPLOMA IN CUSTOMER SERVICE

City & Guilds qualification number 5530-03  
Qualification accreditation number 601/3564/5

## Who is it for?

At Level 3, you are able to respond to customer issues at a strategic level, suggesting improvements to customer service strategy and helping in their implementation. You may also have significant responsibility for delivering internal and external customer service in your team or organisation.

## What is the structure?

You must achieve a minimum of 55 credits overall, of which 31 credits must be from six mandatory units and the balance from a choice of optional units. The mandatory units are:

- Organise and deliver customer service
- Understand the customer service environment
- Understand customers and customer retention
- Principles of business
- Manage personal and professional development
- Resolve customers' problems

You will build up evidence of what you know, and what you can do: this will be stored in a web based e-portfolio, which you and your assessor can access at any time.

## Where will it take me?

This qualification can help you get ahead in almost any industry, as good customer service skills are essential for many jobs.

Those looking to start a customer-service focused career may want to take this qualification as part of an Apprenticeship. The Apprenticeship in Customer Service helps you build your skills while you gain valuable work experience.

After completing the Level 3 Diploma, you could go on to do the Level 4 Diploma.



## How is it delivered?

You will be assigned a personal assessor – an experienced practitioner who is there to help and guide you. You will build up evidence to of what you know, and what you can do: this will be stored in a web based e-portfolio, which you and your assessor can access at any time.

You will develop your knowledge through studying a mixture of printed and online resources and attending webinars: your assessor will test your knowledge by setting you a variety of tasks. Your assessor will also visit you at work to carry out and record observations of your practice.

## How long does it take?

There is no fixed time – it depends on how committed you are and how easily we can carry out observations. 12 to 15 months is typical but, if you are doing this qualification as part of an apprenticeship, please note that there is a minimum duration of one year.

## What funding is available?

If you are employed for at least 16 hours per week and are able to achieve GCSE grade C in maths and English, we should be able to deliver your qualification free, normally through an apprenticeship.

If not, we should still deliver the qualification free if you are receiving state benefits or if you do not already have any qualification at Level 3 or above (which includes 2 A levels).

In other circumstances we will have to charge but we can generally access part funding. If you are 24 or over you may be eligible for a government loan which will cover the full amount and requires no repayment until your annual income reaches £21,000. You will find full details of the loans system and application process on our website.

