



**Independent Training**  
& Education Consultants

For more details please contact:  
email: [itec2016@outlook.com](mailto:itec2016@outlook.com)  
TEL: 01226 872400  
[www.itec2016.com](http://www.itec2016.com)

## **BTEC Level 3 Diploma in Customer Service**

The Pearson BTEC Level 3 Diploma in Customer Service (QCF) is for learners who work in, or who want to work in customer service roles such as.

Customer Service Supervisor, Customer Relationship Manager, Customer Service Team leader Client Services Officer, Events Coordinator

The qualification gives learners the opportunity to:

- develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes the principles, and techniques for organising and delivering customer service, building and maintaining relationships with customers and an understanding of the legislation and regulations that governs the industry
- develop and demonstrate a range of technical skills and behaviours that supports competence in the job roles stated above. This includes resolving customer problems and complaints, communicating with customers, delivering non-routine customer service and supporting improvements in customer service
- develop their own personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS)
- have existing skills recognised
- achieve a nationally-recognised Level 3 qualification.

Learners who achieve the Pearson BTEC Level 3 Diploma in Customer Service (QCF) can progress to the Pearson Edexcel Level 4 NVQ Diploma in Customer Service (QCF). Alternatively, learners could choose to progress to management qualifications at Level 3, including:

- Pearson BTEC Level 3 Diploma in Management (QCF)
- Pearson BTEC Level 3 Certificate in Management Principles (QCF)

Achieving this qualification also gives learners the opportunity to progress to job roles that require a more complex set of skills and responsibility including leading and managing, for example, Service Delivery Manager, Client Services Manager or Customer Operations Manager.