

# Level 3 Certificate in Customer Service

The EDI Level 3 Certificate in Customer Service provides valuable professional recognition for experienced and supervisory-level customer service personnel. This streamlined, flexible programme is ideal for learners who wish to achieve a nationally recognised certificate in short timescales.

This course is based on recognised occupational standards and is jointly certificated by Best Practice and EDI – the leading UK and international Awarding Organisation.

Learners complete a series of online learning modules to develop their understanding and skills. Optional workshops are available for in-company groups.

To achieve the Certificate, learners must complete an online, multiple-choice test and a structured workbook.

- Course duration: 10–12 weeks
- Recommended learning: 40 hours
- Assessed through a workbook and online multiple-choice test – 60 minutes, 30 questions
- Supported by e.learning and optional in-company workshops

To achieve the Certificate, candidates complete a total of *two* units.

## Mandatory units

- Principles of customer service delivery
- Developing and improving the customer service process

## Key Content

- Customer service principles
- Understanding customer needs and expectations
- How behaviour and communication affects customer satisfaction
- Finding solutions to problems and complaints
- Legislation and customer service
- Promoting products and services to customers
- Customer feedback and customer service improvements
- Effective teamwork and performance monitoring

## Highlights

- Based on recognised occupational standards
- Flexible online learning
- Streamlined online assessment

## Progression

Successful learners may progress to the Level 3 NVQ Diploma in Customer Service.