

Level 3 Certificate in Customer Service

The EDI Level 3 Certificate in Customer Service provides valuable professional recognition for experienced and aspiring customer service staff.

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 Body.

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

Candidates are assessed through an online, multiple-choice test which may be taken in the workplace.

- Course duration: 10–12 weeks
- Recommended learning: 40 hours
- Assessed through an online multiple-choice test – 90 minutes, 50 questions
- Supported by e.learning and optional in-company workshops

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

Mandatory units

- Customer Service Language and Principles
- Customer Service Rules and Regulations

Assessment Objectives

The assessment allows candidates to demonstrate their knowledge and understanding of:

- Customer expectations
- Teamwork
- Added value and competitive advantage
- Balancing customer and organisational goals
- Personal and customer behaviours
- Continuous improvement
- Influences on delivery and satisfaction
- Ethics and values
- Organisational procedures and change
- Involvement of others in change
- Customer protection legislation
- Data protection
- Disability discrimination and equal opportunities
- Health and safety

Highlights

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

Progression

Successful learners may progress to an NVQ Level 3 or Advanced Apprenticeship in Customer Service.