

BTEC Advanced Diploma in IT Service and Support

The BTEC Advanced Diploma is a recognised qualification for team leaders and supervisors working in an IT service and support environment. It gives professional recognition for a comprehensive range of IT service and leadership skills.

- Course duration: 9 – 12 months
- Assessed in the workplace through: observation, discussion, questioning, testimony from colleagues & customers
- Supported through e.learning and optional in-company workshops

The award is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading international awarding body.

To achieve this qualification, candidates complete a total of *ten* units.

Mandatory Units	
1	Provide customers with effective IT service and support
2	Improve the customer relationship
3	Develop your own and others' customer service skills
Optional Units (<i>choose seven units</i>)	
4	Organise, deliver and maintain reliable customer service
5	Continually develop your IT service and support skills
6	Monitor and solve customer service problems
7	Lead the work of teams and individuals to improve customer service
8	Promote continuous improvement
9	Organise and promote products or services to customers
10	Handle referred customer complaints
11	Evaluate the quality of customer service
12	Maintain and develop a healthy and safe customer service environment

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Develops skills and professional standards
- Assessed in the workplace by experienced assessors
- No written exams or tests

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