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BTEC Intermediate Certificate in IT Service and Support

This intermediate level BTEC certificate is for IT service and support personnel who support customers by telephone, email or in person. It provides a certification that develops and recognises a broad range of service and support skills in an IT environment.

- Time in role: 6 – 24 months
- Course duration: 3 – 6 months
- Assessed through observation, discussion, manager's & customer testimony, questioning
- 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 awarding body for vocational qualifications. It provides a stepping stone to higher level certificates such as the BTEC Advanced Certificate in IT Service and Support.

To achieve this certificate, candidates complete a total of *five* units.

Mandatory Units	
1	Deliver effective IT service and support
2	Give customers a positive impression of yourself and your organisation
3	Continually develop your IT service and support skills
Optional Units (<i>choose two units</i>)	
4	Deliver reliable customer service
5	Process customer service information
6	Resolve customer service problems
7	Develop customer relationships
8	Support customer service improvements
9	Develop your own and others' customer service skills

Highlights

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

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