



bestpractice.uk.com

BTEC Intermediate Diploma in IT Service and Support

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

- Time in role: > 24 months
- Course duration: 6 – 9 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 qualification, candidates complete a total of *eight* 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
4 Deliver reliable customer service
Optional Units (<i>choose four units</i>)
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
- Develops skills and professional standards
- Assessed in the workplace by experienced assessors
- No written exams or tests

Best Practice Training & Development Ltd

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com

