

# Diploma in Service Supervision

This BTEC Advanced Diploma is for team leaders and supervisory level staff working in a customer facing environment. It provides recognition for a comprehensive range of service delivery and leadership skills.

It is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 9 – 12 months
- Assessed through discussion, testimony, workplace evidence and personal statements
- Supported by e.learning and optional in-company workshops

To achieve the qualification, candidates complete a total of *ten* units, including at least *three* units from Group A and at least *three* units from Group B.

BTEC

<b>Mandatory units</b>
■ Organise the delivery of reliable customer service
■ Allocate and monitor the progress and quality of work in your area of responsibility
<b>Optional units – Group A</b>
■ Promote continuous improvement in customer service
■ Work with others to improve customer service
■ Develop your own and others’ customer service skills
■ Improve the customer relationship
■ Monitor and solve customer service problems
■ Process customer service complaints
<b>Optional units – Group B</b>
■ Provide leadership in your area of responsibility
■ Encourage innovation in your area of responsibility
■ Recruit, select and keep colleagues
■ Provide learning opportunities for colleagues
■ Develop productive working relationships with colleagues
■ Help team members address problems affecting their performance

## Highlights

- Internationally recognised BTEC Diploma
- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

## Progression

Successful candidates may progress to the BTEC Professional Diploma in Service Management.