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BTEC Intermediate Award in Service Provision

This entry-level award is for frontline service providers who support customers by telephone, email or in person. It provides a flexible first certification that provides recognition of vital customer service skills.

- Time in role: 0 – 6 months
- Course duration: 1 – 2 months
- Assessed through observation, personal statement and manager's testimony

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

This award provides a stepping stone to higher level certificates such as the BTEC Intermediate Certificate and Diploma in Service Provision.

To achieve this award, candidates complete the following *two* mandatory units

Units	Elements
1 Give customers a positive impression of yourself and your organisation	1.1 Establish effective relationships with customers
	1.2 Respond appropriately to customers
	1.3 Communicate information to customers
2 Deliver reliable customer service	2.1 Prepare to deal with customers
	2.2 Give consistent service to customers
	2.3 Check customer service delivery

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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