

BTEC Intermediate Diploma in Service Provision

This award is for experienced frontline service providers who support customers by telephone, email or in person. It provides a certification that recognises a comprehensive range of advanced customer service skills.

- Time in role: > 24 months
- Course duration: 6 – 9 months
- Assessed through observation, discussion, testimony and personal statement

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 Service Supervision.

To achieve this qualification, candidates complete a total of *eight* units drawn from three groups.

Mandatory Units	
1 Give customers a positive impression of yourself and your organisation	
2 Deliver reliable customer service	
Group A (<i>choose three units</i>)	Group B (<i>choose three units</i>)
3 Resolve customer service problems	10 Contribute to an effective & safe working environment
4 Process customer service information	11 Develop customer relationships
5 Authorise transactions	12 Support customer service improvements
6 Enter & retrieve data using a computer system	13 Develop personal performance through delivering customer service
7 Communicate information using electronic mail	14 Promote additional products or services
8 Offer products and services	15 Contribute to the handling of incidents and resources
9 Generate sales leads for follow-up calls	

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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