

# Diploma in Service Provision

This BTEC Intermediate Diploma is for frontline service providers who support customers by telephone, email or in person. It provides recognition for a broad range of customer service and support 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: 6 – 9 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 *eight* units, including *three* units from Group A and *three* units from Group B.

BTEC

<b>Mandatory units</b>
■ Give customers a positive impression of yourself and your organisation
■ Deliver reliable customer service
<b>Optional units – Group A</b>
■ Resolve customer service problems
■ Process customer service information
■ Promote additional services or products to customers
■ Go the extra mile in customer service
■ Support customer service improvements
<b>Optional units – Group B</b>
■ Process customer financial transactions
■ Store, retrieve and archive information
■ Research and report information
■ Use IT to exchange information
■ Work effectively with other people

## 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 a BTEC Advanced Certificate in Service Supervision.