

# Diploma in Service Management

The Professional Diploma is a recognised qualification for experienced managers working within a customer service and support environment. It provides professional recognition for a comprehensive range of service management and leadership skills.

It is based on recognised Level 4 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 *nine* units. Including *two* mandatory units and at least *three* units from Group A and at least *three* units from Group B.

BTEC

<b>Mandatory units</b>
■ Develop a customer service strategy
■ Plan, organise and control customer service operations
<b>Optional units – Group A</b>
■ Build and maintain effective customer relations
■ Lead a team to improve customer service
■ Evaluate the quality of customer service
■ Use customer service as a competitive tool
■ Implement quality improvements to customer service
<b>Optional units – Group B</b>
■ Provide leadership in your area of responsibility
■ Manage finance for your area of responsibility
■ Recruit, select and keep colleagues
■ Provide learning opportunities for colleagues
■ Develop productive working relationships with colleagues and stakeholders
■ Ensure compliance with legal, regulatory, ethical and social requirements

## 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