

Level 3 Advanced Apprenticeship in Customer Service (QCF)

About the course

The BTEC Level 3 Certificate in Customer Service have been developed to give learners the opportunity to:

- Engage in learning that is relevant to them and which will provide opportunities to develop a range of skills and techniques, personal skills and attributes essential for successful performance in working life
- Achieve a nationally recognised, Level 2 or 3 vocationally-related qualification
- Progress to employment in a particular vocational sector
- Progress to related general and/or vocational qualifications.

Structure of Course

The BTEC Level 3 Certificate in Customer Service is a 13 credit and 85 guided learning hour (GLH) qualification that consists of three mandatory units that provide for a total of 13 credits

Assessment

The overall grade for each qualification is a 'pass'. The learner must achieve all the required units within the specified qualification structure.

To pass a unit the learner must:

- Achieve all the specified learning outcomes
- Satisfy all the assessment criteria by providing sufficient and valid evidence for each criterion
- Show that the evidence is their own.

The qualifications are designed to be assessed:

- In the workplace or
- In conditions resembling the workplace, as specified in the assessment requirements/strategy for the sector, or
- As part of a training programme.

Contact us

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Course Modules

Mandatory Group –

- Unit 3 Planning for self-development in customer service
- Unit 4 Providing excellent customer service 6 3
- Unit 5 Improving customer service

Remaining units can be found on the providing qualification board's website



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