

Level 3 Advanced Apprenticeship in Customer Service (QCF)

About the course

The BTEC Level 3 Award in Customer Service (QCF) is designed for people working in, or aspiring to work in, customer service related roles and has been developed to provide the underpinning knowledge and understanding for the Level 3 NVQ in Customer Service (QCF).

Structure of Course

The Edexcel 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
- Unit 5 Improving customer service

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