StaffCPD | Affordable CPD for All

NCFE Level 3 Certificate in Principles of Customer Service

NCFE CACHE Level 3 qualification • Qualification Number: 601/7073/6

LEVEL	DURATION	CREDITS	STUDY MODE	AWARDING BODY
Level 3	**4–6 Months**	**65**	**Online / Distance**	**NCFE CACHE**

COURSE OVERVIEW

Looking to move into a senior customer service role or formalise your expertise at a professional level? This Level 3 Certificate gives you the in-depth knowledge to lead service delivery across any industry. You will cover customer retention, complaint resolution, business principles and high-level service quality management. With UCAS points attached, it also opens the door to higher education. Suitable for experienced customer service professionals, team leaders and career-changers moving into service management roles.

WHAT YOU WILL LEARN

- Understand the Customer Service Environment
- Principles of Business
- Understand How to Resolve Customer Problems or Complaints
- Understand Customers and Customer Retention
- Monitor Customer Service Interactions and Feedback
- Understand Sales Activities in a Contact Centre
- Understand Equality, Diversity and Inclusion
- Manage Performance and Conflict in the Workplace

ENTRY REQUIREMENTS

- Age 16 or over.
- Level 2 Functional Skills in English and Maths.
- International qualifications accepted.
- Suitable for learners aged 19+ changing career.
- A smart device (PC/Mac/Tablet) with an internet connection.

CAREER AND PROGRESSION

NCFE Level 3 Diploma in Customer Service. NCFE Level 4 NVQ Diploma in Customer Service. University degree via UCAS points. Senior customer service and contact centre management.

ASSESSMENT & CERTIFICATION

Internally assessed and externally moderated portfolio of evidence. No exams. Evidence includes written statements, professional discussions, assignments, projects, case studies and witness testimonies. A Pass is required across all learning outcomes. Unit certificates available for partial completion. Awarded by NCFE CACHE. This is an Ofqual-regulated NCFE CACHE qualification. On successful completion you receive your NCFE CACHE certificate.

Course Fee: £950

100% online | Instant access on purchase | 12 months' access

BUY NOW
staffcpd.com

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