



NCFE Level 3 Certificate in Principles of Customer Service

Qualification Number: 601/7073/6

LEVEL	DURATION	CREDITS / TQT	STUDY MODE	AWARDING BODY
Level 3	4–6 Months	TQT: 240 hrs	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.

QUALIFICATION UNITS

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

ENTRY REQUIREMENTS

- ✓ Age 16 or over
- ✓ Level 2 Functional Skills in English & Maths
- ✓ International qualifications accepted
- ✓ Suitable for learners aged 19+ changing career

PROGRESSION OPPORTUNITIES

- ✓ NCFE Level 3 Diploma in Customer Service
- ✓ NCFE Level 4 NVQ Diploma in Customer Service
- ✓ University degree — UCAS points awarded
- ✓ 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.

Course Fee: Contact us for fees

Flexible payment plans available | No hidden charges | Contact us to enrol today

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