

Highfield Level 3 Certificate in Customer Service (RQF)

Who is this qualification for?

This qualification is aimed at learners who are new to the customer service sector and wish to improve their knowledge of this area resulting in the achievement of a nationally recognised qualification. The qualification provides learners with the knowledge and understanding in customer service for learners who deal, or intend to deal, with customers on a daily basis as part of their job role and is applicable to a variety of work environments.

Assessment Method

This qualification is assessed by a portfolio/e-portfolio of evidence.

How long will it take?

To complete this qualification learners should expect to undertake 105 guided learning hours.

Learners must complete all units contained within the mandatory group.

Unit reference	Unit title	Level	GLH	Credit
L/600/0659	Principles of customer service delivery	3	50	6
F/600/0660	Developing and improving the customer service process	3	55	7



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