MARKETING MATERIALS FOR YOU
PLACE YOUR LOGO HERE

Highfield Level 3 Certificate in Customer Service (RQF)

QUALIFICATION NUMBER: 600/5471/2

WHO REQUIRES THIS QUALIFICATION?

The objective of this qualification is to prepare learners for employment and support 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.

WHY A HIGHFIELD QUALIFICATION?

Highfield is the leading provider of regulated compliance qualifications in the UK, certificating over 350,000 learners a year. We're extremely proud to be a Highfield-approved centre and offer industry-recognised qualifications that will enhance your career prospects.

COURSE DATES Replace this text with YOUR COURSE DATES

BOOK NOW Replace this text with YOUR BOOKING INFORMATION

3 LEVEL

CUSTOMER SERVICE FACT SHEET

ASSESSED BY PORTFOLIO OF EVIDENCE

Insert Course Duration

REGULATED BY:

- OFQUAL
- CCEA
- QUALIFICATIONS WALES

WHAT DOES THE QUALIFICATION COVER?

Topics include:

- the principles that impact customer expectations
- how behaviour, communication and interpersonal skills affect customer expectations and satisfaction
- the solutions to customer service problems and complaints within organisational constraints
- how legislation affects the customer service process
- how customer service feedback can improve the customer service process
- the process of promoting products and services
- effective teamwork and the monitoring of performance

Highfield Qualifications
Approved Highfield Centre

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