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**Customer Service**

**HABC Level 3 Diploma in Customer Service (QCF)**

This qualification is designed for learners who wish to build on their knowledge and skills in the customer service sector. It is designed for learners who deal with customers on a daily basis as part of their job role in a senior position and is applicable to a variety of work environments.

It forms both the knowledge and competency requirements of the Advanced Apprenticeship in Customer Service and can also be taken on a standalone basis.

To achieve the qualification, learners must achieve the minimum of 55 credits from the following:

* all units within Mandatory Group totaling 31 credits
* a minimum of 15 credits from Optional Group A
* a maximum of 9 credits from Optional Group B

**How long will it take me to achieve this qualification?**

This qualification is 289-375 guided learning hours, depending on the optional units selected.

**How is the qualification assessed?**

Through a portfolio of evidence, which is put together during the course and demonstrates the learner has met the required assessment criteria

**What next?**

Learners successfully completing this qualification may wish to progress on

to further qualifications, such as:

* HABC Level 3 Diploma in Business Administration (QCF)
* HABC Level 2 Diploma in Team Leading (QCF)
* HABC Level 3 Diploma in Management (QCF)

**Where can this course be taken?**

Through any HABC approved training centre.

Qualification Number: 601/4027/6 Credit Value: 55