

Customer Service Excellence - Level 3 Course

Key Information

Course Format:
Paper Based Course Materials

Price:
£250.00

Assessment:
Written Assignments

Payment Options:
Spread the cost over 4 monthly payments

Approximate Study Time:
80 Hours of Self Study

Initial Payment of
£100.00

Approximate Delivery Time:
1-2 Working Days (Courier Service)

Followed by 3 payments of:
£50.00



The **Customer Service Excellence - Level 3 Course** is designed for people in a wide range of service occupations wishing to develop an understanding of the importance of service excellence, and determine how to set, improve and maintain service excellence.

On successful completion of this course students will receive an accredited Level 3 Certificate of Achievement.

Objectives:

At the end of the home study courses students will be able to:

- Understand excellent service and why it is important
- Define service excellence
- Identify what customers want
- Devise a plan for service excellence
- Deliver a service excellence project
- Monitor and assess the effectiveness of the plan
- Maintain service excellence in your organisation

The Home Study Courses Include the Following 7 Units:-

• **Unit One - What is Customer Service Excellence?**

The following topics are covered: Why Plan for Excellence? Traditional Quality Systems and Modern Quality Systems.

• **Unit Two – Why is Service Excellence Important?**

The following topics are covered: Financial Necessity, Legal Necessity, Marketing Necessity, Survival Necessity and Stakeholder Necessity.

• **Unit Three – What do Customers Want?**

The following topics are covered: Identification of Needs, Revealed Requirements, Expected Requirements, Emotional Requirements, Finding Out What Customers Want and Market Research.

• **Unit Four – How to Plan Service Excellence**

The following topics are covered: Where Do You Fit In? Understanding the Situation, Deciding on Standards, Benchmarking, Aims and Objectives and Making a Plan for Any Size of Quality Project.

• **Unit Five – How to Deliver Service Excellence**

The following topics are covered: Project Plan with Quality Milestones, Quality Requirements and Objectives, Organisation and Responsibilities, Conventions and Standards, Controlling Change, Resources and Deliverables, Supplier Control and Quality Techniques.

Customer Service Excellence - Level 3 Course

- **Unit Six – How to Monitor Service Excellence**

The following topics are covered: Quality Assurance, Corrective Action, Design Reviews, Quality Audits and Reviews, Testing and Reliability and Training for Service Excellence.

- **Unit Seven – How to Maintain Service Excellence**

The following topics are covered: Quality Evaluation, Improving Skills and Improving Service.

Course Duration:

Students may register at any time and have a full year to complete their studies. The home study courses will take approximately 80 hours of study to complete.

Prerequisites:

There are no particular entry requirements.

Technical Support:

Once you have enrolled, you will have access to your own personal tutor by mail or email. You will receive full tutor support for a 12 month period.

Certification:

On successful completion of this course students will receive a Customer Service Excellence Certificate of Achievement by ABC Awards and a Learner Unit Summary (which lists the details of all the units you have completed as part of your course).



The completion of this course alone does not lead to an Ofqual regulated qualification but may be used as evidence of knowledge and skills towards regulated qualifications in the future. The unit summary can be used as evidence towards Recognition of Prior Learning if you wish to progress your studies in this sector. To this end the learning outcomes of the course have been benchmarked at Level 3 against level descriptors published by Ofqual, to indicate the depth of study and level of difficulty involved in successful completion by the learner.

Information on level descriptors can be found on the Ofqual's level descriptors page. We provide a link to this on each course page of our website.

The course has been endorsed under the ABC Awards' Quality Licence Scheme. ABC Awards' endorsement involves a robust and rigorous quality audit by external inspectors to ensure quality is consistently met. A regular review of courses is carried out as part of the endorsement process. This means that the course developers (Kendal Publishing) have undergone an external quality check to ensure that the organisation and the courses it offers, meet certain quality criteria. The course itself has been designed by Kendal Publishing to meet specific learners' or employers' requirements.

ABC Awards is a brand of the Skills and Education Group Awards. A leading national awarding organisation with a long-established reputation for providing high-quality support and services to the educational sector. ABC Awards offer 400 Ofqual regulated qualifications, as well as delivering certification through their Quality License Scheme for training and learning opportunities that don't use regulated qualifications. As a registered charity, Founded in 1998, ABC Awards combines their expertise with a responsive, flexible and innovative approach to the needs of their customers.