



NCFE Level 3 Certificate in Principles of Customer Service

Qualification Number: 601/7073/6

LEVEL Level 3	DURATION 4–6 Months	CREDITS TQT: 240 hrs	STUDY MODE Online / Distance	AWARDING BODY NCFE CACHE
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COURSE OVERVIEW

Looking to step up in customer service or move into a senior role? This Level 3 Certificate gives you the in-depth knowledge to do exactly that — across any industry. You'll cover customer retention, complaint resolution, business principles and high-level service delivery. With UCAS points attached, it also opens the door to university. Suitable for career-changers, those entering a new sector, or anyone formalising their expertise at a professional level. Total Qualification Time is 240 hours with 220 Guided Learning Hours.

QUALIFICATION UNITS

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

- NCFE Level 3 Diploma in Customer Service
- NCFE Level 4 NVQ Diploma in Customer Service
- University degree — UCAS points awarded
- Senior customer service & 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. **Pass required** across all learning outcomes. Unit certificates available for partial completion. Awarded by **NCFE CACHE**.

Course Fee: £950 (+20% VAT)

Flexible payment plans | 0% interest instalments | PayPal & Klarna

APPLY NOW

www.ukversity.co.uk

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2024 & 2025

Trustpilot 4.9/5 ★★★★★
98.4% Completion Rate