

EDI Level 3 Certificate in Customer Service

Qualification Title	EDI Level 3 Certificate in Customer Service
Qualification Type	QCF
Level	3
Qualification Overview	<p>The aim of this qualification is to provide knowledge and understanding which underpins customer service skills and performance.</p> <p>It is suitable for learners who wish to:</p> <ul style="list-style-type: none"> ▪ acquire knowledge and understanding relevant to a customer service role ▪ progress a career, and need the knowledge and understanding to support that career ▪ enter customer service roles in which they will carry out a range of tasks under supervision ▪ progress towards a competence based qualification, such as the EDI Level 3 NVQ Diploma in Customer Service or an Apprenticeship. <p>This qualification is relevant to all occupational areas in which customer service is provided, so may be suitable for learners who are working in, or interested in working in a wide range of different roles.</p> <p>The EDI Level 3 Certificate in Customer Service is a Technical Certificate for the Advanced Apprenticeship in Customer Service.</p>
Qualification Structure	<p>To complete the EDI Level 3 Certificate in Customer Service learners must complete two mandatory units and achieve thirteen credits.</p> <p>The two units are:</p> <ul style="list-style-type: none"> ▪ CT180 Principles of Customer Service Delivery ▪ CU1080 Developing and Improving the Customer Service Process
Assessment Method	<ul style="list-style-type: none"> ▪ CT180 is assessed through a multiple choice paper ▪ CU1080 is assessed by learners completing a workbook task. The workbook is set by EDI, marked by the centre and externally moderated by EDI.
Additional Information	The workbook task is available on the EDI Website to registered centres

EDI Qualification Number	CTVCS3
QCA Accreditation Number/LAD Reference	500/9236/4
Guided Learning Hours	105
Accreditation Start Date	1 August 2010
Accreditation End Date	31 July 2012
Certification End Date	31 July 2015
Age Ranges	16-18, 18+, 19+
Is this qualification eligible for LSC funding?	Yes
Available Online	Yes
Multiple Choice	Yes, one of the two qualifications is assessed through multiple choice
Technical Certificate	Yes
Support Materials Available	<ul style="list-style-type: none"> ▪ A Specification is available to download from the EDI website ▪ A Support Pack is available to centres approved to deliver this qualification
Information Sheet Issue Date	14 July 2010



Supporting learning
and performance