

Focus Awards • Level 3 • Qualification No. 601/6780/4

Level 3 Diploma in Customer Services (RQF)

A 100% online diploma for people whose role is to deliver a consistently excellent customer experience — and who want to take charge of their career prospects.

Ready to get started?

Enrol on the Level 3 Diploma in Customer Services today and get instant access to your Virtual Learning Environment.

[Apply Now](#)
[Speak to an advisor](#)
50

CREDITS

500

TQT

255

GLH

11

UNITS

■ Overview

The Level 3 Diploma in Customer Services (RQF) is an accredited, Ofqual-regulated, 100% online qualification. It recognises learners whose jobs let them give customers a consistently better service experience — whether they hold a customer service job title or their main duty is to deliver outstanding service and build loyal customers.

■ Who is it for?

- Learners preparing for a new job role or a better career opportunity
- Those looking to advance their skills and abilities
- Business owners, managers and supervisors, or those starting a business
- Anyone interested in a rewarding career in customer service

■ Duration & delivery

Study online at your own pace through our Virtual Learning Environment (VLE), with unlimited tutor support available throughout.

2 months fast-track, full-time

1 year part-time

■ Assessment & verification

All units are internally assessed by qualified assessors and externally verified by the awarding organisation, through a portfolio of written assignments, witness testimony and/or direct observation. There is no exam.

■ Unit structure

- 1 Champion Customer Service
- 2 Manage Personal and Professional Development
- 3 Manage Individuals' Performance
- 4 Manage Team Performance
- 5 Promote Equality, Diversity and Inclusion in the Workplace

- 6 Resolve Customers' Problems
- 7 Build and Maintain Effective Customer Relations
- 8 Manage Customer Service Operations
- 9 Gather, Analyse and Interpret Customer Feedback
- 10 Manage Incidents Referred to a Contact Centre
- 11 Manage Health and Safety in Own Area of Responsibility

■ Course facts

Awarding body	Focus Awards
Qualification No.	601/6780/4
Level	Level 3
Regulator	Ofqual
Study mode	100% online
Minimum age	18+

■ Entry requirements

Learners must be 18+ and employed in a relevant job role, with sufficient literacy and numeracy skills (preferably Level 2) to complete the course.

■ Progression

Successful completion enables learners to progress to:

- Level 5 Diploma in Management and Leadership (RQF)
- OTHM Level 5 Diploma in Business Management (RQF)
- OTHM Level 5 Diploma in Accounting and Business (RQF)

Have a question?

Our advisors can talk you through funding, timelines and next steps — free, no obligation.

[Apply now](#)