

Focus Awards • Level 4 • Qualification No. 601/7330/0

Level 4 NVQ Diploma in Customer Service (RQF)

A 100% online, competence-based diploma in customer service management — for learners working in, or new to, the industry who want a nationally recognised qualification.

Ready to get started?

Enrol on the Level 4 NVQ Diploma in Customer Service today and get instant access to your Virtual Learning Environment.

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CREDITS

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UNITS

■ Overview

The Level 4 NVQ Diploma in Customer Service (RQF) is an accredited, Ofqual-regulated, 100% online, competence-based qualification. It gives learners the skills and knowledge to apply good customer service strategies at the operational level.

■ Who is it for?

- Learners who want to advance to a Level 5 Diploma or higher-level education
- Those working in customer service who want to boost their job prospects
- Anyone looking to improve their managerial abilities
- Those creating and implementing customer service strategy for a team, department or organisation

■ Duration & delivery

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

4 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. Assessment takes the form of written assignments, witness testimony and/or direct observation, with full guidance provided by your tutor once you're enrolled.

■ 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 Build and Maintain Effective Customer Relations
- 7 Resolve Customers' Problems
- 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.	601/7330/0
Level	Level 4
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

Completing this qualification helps learners build their career profile and enables them 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.

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