



BTEC Customer Service

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The BTEC Customer Service qualifications are suitable for those currently working in customer service and who wish to gain recognition of their competence in a variety of service activities. The qualifications can help improve career development opportunities and can be gained on the job.

BTEC Qualifications

BTEC qualifications are a combined qualification of competence and knowledge and are organised into levels, based on the competences required.

Career Opportunities on release

This qualification will support your job application for customer-facing roles such as Customer Service Assistant, Call Centre Operative, Customer Service Supervisor or Manager in a wide range of industry sectors which include retail, sales and catering.

Qualification Requirements

5 Mandatory Units, and a minimum of 4 Optional Units.

To complete the qualification learners must complete mandatory units which cover:

- Understanding working in a Customer Service environment
- Communication in Customer Service
- The principles of personal performance and development
- The principles of working in a business environment
- Working with others in a business environment

Learners must also achieve a minimum of 4 optional units which may include:

- Recording details of Customer Service problems
- Dealing with customer queries, requests and problems
- Managing time and workload
- Health and safety procedures in the workplace