

# Business and Management

## Customer Service Certificate (TQUK) Level 3 Online

### In Brief

#### Start Date / Duration

The course starts at various times throughout the year. The course will take 26 weeks to complete.

#### Entry Requirements

There are no specific entry requirements, however you should hold a minimum of English and Maths at GCSE grade C/4 or above or equivalent.

#### You will achieve

You will achieve a Level 3 Principles of Customer Service TQUK Certificate.

### Course Overview

This course is perfect if you want to develop your knowledge and understanding of a customer service role including providing effective customer service, customer retention, resolving customer complaints and how customer service delivery affects customer expectations. It's ideal for adults who want to develop their customer service skills and gain a qualification to further their career.

**Upon application you will be assigned a telephone interview, this will take place on a Tuesday between 3pm and 5pm.**

### Course Content

The course will include the following units:

- Principles of business
- Understand customers and customer retention
- Understand how to resolve customers' problems or complaints
- Understand the customer service environment
- Understand equality, diversity and inclusion in the workplace
- Understand how to manage performance and conflict in the workplace
- Understand how to monitor customer service interactions and feedback

### How will I be assessed?

You will create a portfolio of evidence.

## What Equipment Will I Need?

All equipment is provided.

## Where will I study?

This is an online course.

## What can I do next?

Upon completion, you could progress onto the Level 3 Customer Service Diploma or progress onto further qualifications and/or employment in other areas where customer service knowledge would be of value for example: hospitality, tourism or business.

## How much does the course cost?

£1,265.

## 19+ Students

Aged 19 or over and thinking about further education? You may be eligible for free or reduced course fees . Please refer to our page '[paying for your course.](#)'

## Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare. For further information please contact the Student Services Team on +44 (0)1226 216 267.

## Extra information

### Advanced Learner Loans

This course may be eligible for an Advanced Learner Loan. Contact our friendly Information Team on +44 (0)1226 216 123 or email [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [mailto:info@barnsley.ac.uk] . about eligibility and how to apply. You can also visit the Advanced Learner Loan [<https://www.barnsley.ac.uk/courses/paying-for-your-course/advanced-learner-loans/>] page.

## Contact the Information Unit

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [mailto:info@barnsley.ac.uk]

## Want to join Barnsley Sports Academy and the Sports Village?

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art

fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/our-departments/sport/sports-academy/>] .

## Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

**Last updated:** 16th November 2022

### Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**