

## HABC Level 3 Diploma in Customer Service (QCF)

Aimed at assessing candidates who will be delivering and managing customer services this qualification focuses on working without direct supervision or on their own showing flexibility , awareness, good communication skills and the ability to implement changes and ideas. This qualification is suitable for employees who are working within a customer service role who have a degree of autonomy within their job role.

### COURSE OVERVIEW

<b>AWARDING BODY</b>	HABC
<b>COURSE DURATION</b>	12 Months
<b>SECTOR(S)</b>	All
<b>OCCUPATIONS</b>	Employed
<b>QUALIFICATIONS</b>	Up to Level 3 NVQ

*Call us for more information on 01302 815 887.*



DC Training & Development Services Ltd  
4/6 Thorne Road, Doncaster  
South Yorkshire. DN1 2HS



Call us for more info  
01302 815 887  
sales@dctraining.co.uk

