



Customer Service

For additional information on this course please contact us:

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519-523 Cambridge
Heath Road
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London
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PHONE:
0800 1692430

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0800 7832901

Central Training is a training company that delivers a range of training programmes for young people, adults and businesses across London and Essex.

Customer Service Level 3

These training programmes are suitable for people who are entering or already in management. They could also be suited to those who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example providing leadership for the team, encouraging innovation, allocating and checking work.

This qualification is competence based. This means that it is linked to candidates' ability to competently perform a range of tasks connected with their work. Candidates' plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

The Management Level 3 is suitable to those individuals who are in a management role and oversee the duties of all members of staff, including Team Leaders.

Benefits to the Employer

- Improve staff retention
- Confirm established skills and give the opportunity to develop new abilities
- Highly motivated staff
- Improve efficiency and productivity

Benefits to the Employees

- Career progression that may lead to promotion
- Recognition of existing skills and the opportunity to develop new abilities
- Gain confidence and development in your area of work
- Gain a national recognised qualification

To achieve a full Level 3 qualification in Management, a candidate must complete 4 mandatory and 3 optional units.

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Mandatory Units

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure Health and Safety requirements are met in your area of responsibility

Optional Units

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure Health and Safety requirements are met in your area of responsibility

Assessment for the qualification takes place in the workplace and is based on activities regularly carried out by the candidate as part of their normal working day. Candidates plan a programme of development and assessment with their qualified assessor and build a portfolio of evidence to prove that they are knowledgeable and competent in their work.

The time taken to achieve the Management qualification depends on the motivation of the candidate and the opportunities available in their role. This will be discussed and planned between candidate and assessor.