

City & Guilds Level 3 in Operational Delivery (Advanced) Award, Certificate, Diploma

To be a successful manager requires a strong understanding of operational delivery principles, safety and security and equality and diversity, it also requires skills in resolving customer service problems as well as the ability to manage team and individual performance.

Description

This qualification is relevant if you are working within a face-to-face, contact management (telephony/email) and / or processing role with staff management responsibilities (though this is not a prerequisite). Taking the Award, Certificate or Diploma will support you to develop the skills required to undertake a this role successfully.

What's the outcome?

By completing the Level 3 Diploma You will get a nationally recognised qualification and the knowledge required to manage staff within an operational delivery setting.

You may wish to find out more by accessing further information here [Operational Delivery Profession Qualifications](#).

What does it involve?

To complete this qualification you will undertake a mix of mandatory and optional units in areas such as working in operational delivery, safety and security, principles of equality and diversity, managing team and individual performance, operational delivery interviews and visits and managing customer service problems.

The duration is up to 12 months with assessment based upon one short answer exam for each mandatory or optional unit. The number of units you need to complete will depend upon whether you are taking the Award, Certificate or Diploma:

- The Award requires completion of three mandatory units.
- The Certificate requires completion of five units (three mandatory, two optional).
- The Diploma requires achievement of seven units: (three mandatory, four optional).

It is possible to upgrade, for example if you have achieved the Award in the last three years you only need to take the additional two units required to upgrade to the Certificate.

Learning activities



Estimated learning time:
12 months

How to book

bookings.governmentcampus.co.uk

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