

# City & Guilds Level 4 Certificate in Managing the Delivery of Services to Customers

Management roles in the delivery of services to customers are diverse. They require core leadership and management skills within operational delivery, but also knowledge and skills in areas such as understanding and responding to customer needs and sales techniques for marketing services and solutions.

## Description

This qualification has been developed for those learners with responsibility for managing the delivery of business services. The aim of this pathway is to equip you with an understanding of how to manage the delivery of services to customers in whatever business area/function you are employed.

## What's the outcome?

By completing the Level 4 qualification you will obtain a nationally recognised qualification in the delivery of services to customers. This skills gained will depend upon the units selected, all of which are optional.

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

## What does it involve?

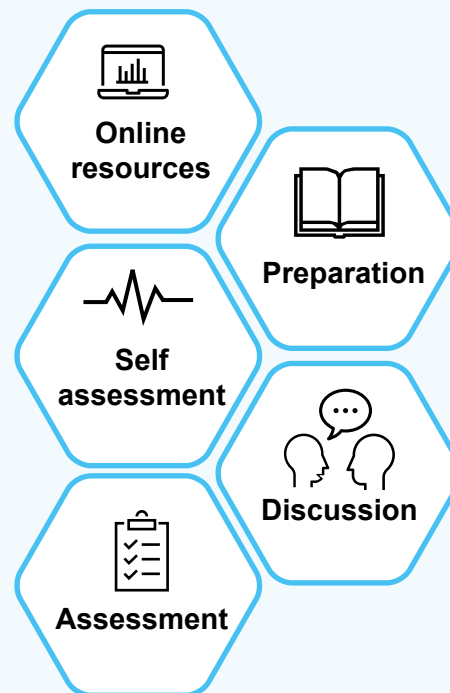
Learners are able to select five optional units. This gives you the flexibility to tailor learning to meet your professional development needs in operational delivery.

The options available include: Core leadership and management skills within operational delivery; researching the labour market to respond to customer needs; and using sales techniques and managing customer services effectively.

The duration of this qualification is 12 months with assessment methods varying depending upon the units selected but typically a mixture of short answer exam questions or assessment of evidence from day-to-day work activities.

The Certificate requires that learners achieve 5 units (selected from 13 available units).

## Learning activities



**Estimated learning time:**  
12 months

## How to book

[bookings.governmentcampus.co.uk](https://bookings.governmentcampus.co.uk)