



CALIFORNIA INSTITUTE OF
APPLIED FINANCIAL
SCIENCES



Higher Certificate in Customer Service (HCCS500^{*})

**FACT
SHEET**

Higher Certificate in Customer Service

The Higher Certificate in Customer Service equips learners with foundational and applied skills to perform effectively in customer-facing roles. Graduates will be capable of resolving customer issues, leading service teams, managing performance, and promoting service excellence across various industries such as retail, contact centres, and hospitality. The qualification emphasises communication, leadership, ethics, financial acumen, and innovation.

Target Group:

- Frontline staff, call centre agents, and customer service representatives
- Client service desk staff and customer liaison officers
- Team leaders and supervisors in service environments
- School leavers or adult learners pursuing customer service careers
- Professionals transitioning into customer-facing roles



Modules

* Prescribed textbooks, must be obtained by students at their own cost prior to the commencement of their studies

Module Codes	Description	Credits	Semester
HCCS501	Communication and Ethics	3	1
HCCS502	Customer Experience and Sales	3	1
HCCS503	Financial and Analytical Thinking	3	1
HCCS504	Team Performance and Leadership	3	2
HCCS505	Customer Relationship Management	3	2
HCCS506	Project Planning and Development	3	2



Assessment

Delivery Mode:

- 100% Distance Learning with asynchronous access
- No compulsory live sessions
- Learners access video lectures, digital reading packs, and online forums at their convenience

Assessment Strategy:

- Formative Assessment: Online quizzes, self-assessments, forum participation, and workbook activities
- Summative Assessment: Portfolio of Evidence (PoE) including practical tasks, assignments, and reflections
- Quality Assurance: All assessments are internally moderated and externally verified per institutional QMS

Admission Requirements

South African Applicants:

- National Senior Certificate (NSC) or Senior Certificate (SC) at NQF Level 4
- National Certificate Vocational (NCV), NQF Level 4 granting access to Higher Certificate studies

International Applicants:

- School-leaving certificate equivalent to NQF Level 4
- Proof of English language proficiency (if previous education was not in English)
- SAQA evaluation may be required for foreign qualifications



Articulation Options

Horizontal Progression:

- Higher Certificate in Marketing
- Higher Certificate in Business Administration

Vertical Progression:

- Diploma in Customer Management
- Bachelor's Degree in Business, Marketing, or Management

Exit Level Outcomes

On successful completion of this qualification, the learner will be able to:

1. Apply customer-focused strategies aligned with business goals
2. Monitor service delivery standards and implement quality improvements
3. Lead and develop individuals and teams in service environments
4. Build strong customer relationships through effective communication
5. Apply ethical, financial, and operational decision-making
6. Foster a culture of knowledge-sharing and service innovation