



DP3 DIPLOMA - SYLLABUS

DP3 Diploma Syllabus

DP3 – Customer Service & Ethics

The syllabus is divided between subjects that the candidate **must understand** and subjects that the candidate must **thoroughly understand**.



Subjects that you must **thoroughly understand**



1 The importance of good customer service and sound business ethics in a loss adjusting context.



Subjects that you must **understand**



1 Customer service, when it takes place, its benefits and different forms



2 How to measure and manage service quality including complaints



3 Ethical theories, decision making and dilemmas



4 How to build ethical organisations in a diverse and global environment:

- SERVQUAL
- Consumer Rights Act 2015
- The Financial Conduct Authority and Treating Customers Fairly
- Reputation and trust
- Corporate governance
- Corporate social responsibility
- Whistleblowing
- Customers and stakeholders

DP3 – Customer Service & Ethics (continued)

You are reminded of the following definitions:



Subjects that you must **thoroughly understand**

This requires an in-depth knowledge of the topic including an up to date understanding of the law and the ability to demonstrate the application of the knowledge across a wide range of subjects and situations.



Subjects that you must **understand**

This requires an overall knowledge of the facts of the topic and sufficient knowledge to enable reasoned argument to be presented on the subject in various situations.