



## **CILA Diploma**

### **Syllabus for exam DP3 - Customer Service & Ethics**

#### **Thoroughly Understand**

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

#### **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