

NVQ Diploma in Customer Service

This NVQ Diploma is for experienced service providers who can influence others to bring about improvements in service skills and service quality.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 3 – 6 months
- Assessed through observation, discussion, testimony, personal statements and work-based project
- Supported by e.learning and optional in-company workshops

To achieve the NVQ, candidates must achieve a total of 42 credits. Candidates must complete *two* mandatory units and at least *one optional unit* from *each* optional group.

Candidates may bring forward up to 20 credits from Level 2 units.

Level 3

Mandatory units – Customer Service Foundations
■ Demonstrate understanding of customer service (6)
■ Demonstrate understanding of rules that impact on customer service improvements (6)
Group A – Impression and Image
■ Deal with customers in writing or electronically (6)
■ Use customer service as a competitive tool (8)
■ Organise the promotion of additional services or products to customers (7)
■ Build a customer service knowledge set (7)
Group B – Delivery
■ Deliver customer service using service partnerships (6)
■ Organise the delivery of reliable customer service (6)
■ Improve the customer relationship (7)
Group C – Handling Problems
■ Monitor and solve customer service problems (6)
■ Apply risk assessment to customer service (10)
■ Process customer service complaints (6)
Group D – Development and Improvement
■ Work with others to improve customer service (8)
■ Promote continuous improvement (7)
■ Develop you own and others' customer service skills (8)
■ Lead a team to improve customer service (7)
■ Gather, analyse and interpret customer feedback (10)
■ Monitor the quality of customer service transactions (7)

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors