

NVQ Diploma in Customer Service

This NVQ Diploma is for experienced managers, working in a service delivery or customer service environment.

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: 6 – 9 months
- Assessed through observation, discussion, testimony, personal statements and work-based evidence
- Supported by e.learning and optional in-company workshops

To achieve the NVQ, candidates must achieve a total of 67 credits. Candidates must complete *two* mandatory units and at least *one optional unit* from *each* optional group.

Candidates may bring forward up to 32 credits from Level 3 units.

Level 4

Mandatory units – Customer Service Foundations
■ Demonstrate understanding of customer service management (10)
■ Follow organisational rules, legislation and external regulations (10)
Group A – Impression and Image
■ Champion customer service (10)
■ Make customer service environmentally friendly and sustainable (11)
Group B – Delivery
■ Plan, organise and control customer service operations (10)
■ Review the quality of customer service (8)
■ Build and maintain effective customer relations (8)
■ Deliver seamless customer service with a team (8)
Group C – Handling Problems
■ Handle referred customer complaints (10)
Group D – Development and Improvement
■ Implement quality improvements to customer service (10)
■ Plan and organise the development of customer service staff (9)
■ Develop a customer service strategy for a part of an organisation (11)
■ Apply technology or other resources to improve customer service (11)
■ Review and re-engineer customer service processes (11)
■ Manage customer service performance (7)

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors