

Customer Service NVQ Level 3

Customer Service NVQ Level 3 is for experienced service providers who are in a position to influence others in order to bring about improvements in skills and service delivery.

- Course duration: 6 – 9 months
- Assessed through observation, discussion, testimony, personal statement & work-based project
- Supported by e.learning and optional onsite workshops

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

To achieve the NVQ, candidates complete a total of *eight* units. Candidates must complete *two* mandatory units and *six* optional units (at least one from each theme)

Mandatory: Customer service foundations	
7	Understand customer service to improve service delivery
8	Know the rules to follow when developing customer service
Theme: Impression and image	
13	Make customer service personal**
14	Go the extra mile in customer service**
15	Deal with customers in writing or using ICT**
18	Use customer service as a competitive tool
19	Organise the promotion of services or products to customers
Theme: Delivery	
22	Deliver customer service on your customers' premises**
23	Recognise diversity when delivering customer service**
24	Deliver customer service using service partnerships
25	Organise the delivery of reliable customer service
26	Improve the customer relationships
Theme: Handling problems	
32	Monitor and solve customer service problems
33	Apply risk assessment to customer service
34	Process customer service complaints
Theme: Development and improvement	
39	Work with others to improve customer service
40	Promote continuous improvement in customer service
41	Develop your own and others' customer service skills
42	Lead a team to improve customer service
43	Gather, analyse and interpret customer service feedback

** Denotes units that may be imported from Customer Service NVQ Level 2 (maximum imports = three)

**Best Practice
Training & Development Ltd**

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com