



NVQ level 4



customer
service

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This qualification is directed at high flyers in the world of customer service including senior managers or those undertaking a project / secondment at a high level within an organisation. The course covers advanced skills for developing customer relationships and service delivery.

mandatory units

- unit 301 Understand customer service to improve service delivery
- unit 302 Know the rules to follow when developing customer service

optional units - impression & image (choose at least 1)

- unit 303 Use customer service as a competitive tool
- unit 401 Champion customer service

optional units - delivery (choose at least 1)

- unit 402 Maintain and develop a healthy and safe environment
- unit 403 Plan, organise and control customer service operations
- unit 404 Evaluate the quality of customer service
- unit 405 Build and maintain effective customer service

optional units - handling problems (choose at least 1)

- unit 309 Apply risk assessment to customer service
- unit 406 Handle referred customer complaints

optional units - development & improvement (choose at least 1)

- unit 314 Lead a team to improve customer service
- unit 407 Implement quality improvements to customer service
- unit 408 Plan and organise the development of the customer service staff
- unit 409 Develop customer service strategy for an area
- unit 410 Work as a member of a team to deliver seamless customer service
- unit 411 Manage a customer service award programme

choose a total of 7 optional units

