



Qube learning

# level 3 NVQ diploma

# customer service

www.growyourskills.co.uk



Funded by

Skills  
Funding  
Agency



European Union  
European Social Fund  
Investing in your skills

This qualification is directed at senior and experienced individuals working in a customer service environment within any sector. The course will cover the practical skills for dealing with people both internally and externally and learning to develop customer service processes within a company.

Learners will need to gain 30 credits by completing a minimum of at least 1 optional unit from each group. At least 15 credits must be gained from level 3 units (including the mandatory units).

### Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 301	Demonstrate understanding of customer service	3	6
Unit 302	Demonstrate understanding of the rules that impact improvements in customer service	3	6

### Optional Units - Impression & Image

Unit Number	Unit Title	Level	Credit
Unit 202	Communicate effectively with customers	2	5
Unit 203	Give customers a positive impression of yourself & your organisation	2	5
Unit 204	Promote additional services or products to customers	2	6
Unit 205	Process information about customers	2	5
Unit 206	Live up to the customer service promise	2	6
Unit 207	Make customer service personal	2	6
Unit 208	Go the extra mile in customer service	2	6
Unit 209	Deal with customers face to face	2	5
Unit 210	Deal with incoming telephone calls from customers	2	5
Unit 211	Make telephone calls to customers	2	6
Unit 303	Deal with customers in writing or electronically	3	6
Unit 304	Use customer service as a competitive tool	3	8
Unit 305	Organise the promotion of additional services or products to customers	3	7
Unit 306	Build a customer service knowledge set	3	7
Unit 403	Champion customer service	4	10
Unit 404	Make customer service environmentally friendly & sustainable	4	11

**Optional Units - Delivery**

	Level	Credit
Unit 104 Do your job in a customer-friendly way	1	5
Unit 212 Deliver reliable customer service	2	5
Unit 213 Deliver customer service on your customer's premises	2	5
Unit 214 Recognise diversity when delivering customer service	2	5
Unit 215 Deal with customers across a language divide	2	8
Unit 216 Use questioning techniques when delivering customer service	2	4
Unit 217 Deal with customers using bespoke software	2	5
Unit 218 Maintain customer service through effective handover	2	4
Unit 307 Deliver customer service using service partnerships	3	6
Unit 308 Organise the delivery of reliable customer service	3	6
Unit 309 Improve the customer relationship	3	7
Unit 405 Maintain & develop a healthy & safe customer service environment	4	8
Unit 406 Plan, organise & control customer service operations	4	10
Unit 407 Review the quality of customer service	4	8
Unit 408 Build & maintain effective customer relations	4	8
Unit 409 Deliver seamless customer service with a team	4	8

**Optional Units - Handling Problems**

	Level	Credit
Unit 219 Resolve customer service problems	2	6
Unit 220 Deliver customer service to difficult customers	2	6
Unit 310 Monitor & solve customer service problems	3	6
Unit 311 Apply risk assessment to customer service	3	10
Unit 312 Process customer service complaints	3	6
Unit 410 Handle referred customer complaints	4	10

**Optional Units - Development & Improvement**

	Level	Credit
Unit 221 Develop customer relationships	2	6
Unit 222 Support customer service improvements	2	5
Unit 223 Develop personal performance through delivering customer service	2	6
Unit 224 Support customers using on-line customer services	2	5
Unit 225 Buddy a colleague to develop their customer service skills	2	5
Unit 226 Develop your own customer service skills through self-study	2	6
Unit 227 Support customers using self-service technology	2	5
Unit 313 Work with others to improve customer service	3	8
Unit 314 Promote continuous improvement	3	7
Unit 315 Develop your own & others' customer service skills	3	8
Unit 316 Lead a team to improve customer service	3	7
Unit 317 Gather, analyse & interpret customer feedback	3	10
Unit 318 Monitor the quality of customer service transactions	3	7
Unit 411 Implement quality improvements to customer service	4	10
Unit 412 Plan & organise the development of customer service staff	4	9
Unit 413 Develop a customer service strategy for a part of an organisation	4	11
Unit 414 Manage a customer service award programme	4	7
Unit 415 Apply technology or other resources to improve customer service	4	11
Unit 416 Review & re-engineer customer service processes	4	11
Unit 417 Manage customer service performance	4	7