

## Customer Service NVQs

### Who Are Customer Service N / SVQs For?

Customer Service N / SVQs are aimed at people who are in job roles where they deliver service to customers. These qualifications will help employers and employees achieve and demonstrate total quality as part of a continuous customer service improvement programme.

### How Do I Achieve A N / SQV?

Like all N / SVQs, this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

### How Do I Know This N / SVQ Is Best For Me?

The Level 3 qualification is suitable for you if, as part of your job role, you:

- Work in a designated customer service department and / or have a particular customer service job title (customer service advisor, for example)
- Work in a non-customer service role, but recognise that customer service is part of your role (an engineer, for example)
- Work mainly to provide service to customers (if you work in a call centre or hotel, for example)
- Are an experienced problem solver with good communication skills
- Are able to suggest and implement changes to improve customer service

### What Units Do I have To Complete?

#### Level 3

In order to achieve a full Level 3 qualification, candidates must complete 8 units of competence, including 2 mandatory units and 6 optional units. Candidates must choose one optional unit from each group and then 2 additional optional units from one of the groups.

#### Mandatory Units

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

## Optional Units

### Group 1

- Unit 205 Make customer service personal
- Unit 206 Go the extra mile in customer service
- Unit 207 Deal with customers in writing or using ICT
- Unit 303 Use customer service as a competitive tool
- Unit 304 Organise the promotion of services or products to customers

### Group 2

- Unit 211 Deliver customer service on your customers' premises
- Unit 212 Recognise diversity when delivering customer service
- Unit 305 Deliver customer service using service partnerships
- Unit 306 Organise the delivery of reliable customer service
- Unit 307 Improve the customer relationship

### Group 3

- Unit 308 Monitor and solve customer service problems
- Unit 309 Apply risk assessment to customer service
- Unit 310 Process customer service complaints

### Group 4

- Unit 311 Work with others to improve Customer Service
- Unit 312 Promote continuous improvement in customer service
- Unit 313 Develop your own and others' customer service skills
- Unit 314 Lead a team to improve Customer Service
- Unit 315 Gather, analyse and interpret customer feedback

## Customer Service Level 3 Modern Apprenticeship

### You Must Achieve

Level 3 Customer Service (8 units)

### Plus

TWO UNITS from any other single N / SVQ at Level 2 or Level 3

### Plus the following Core Skills:

Communication	-	Intermediate 1
Numeracy	-	Intermediate 1
Problem Solving	-	Intermediate 1
Information Technology	-	Intermediate 1
Working with Others	-	Intermediate 1