

Diploma NVQ Customer Service L3

To achieve the Level 3 NVQ Diploma in Customer Service a learner must achieve **42** credits.

1. **Twelve** credits must be achieved by completing both of the mandatory units
2. **Thirty** credits must be achieved by completing a minimum of one unit from each optional group; Please discuss in detail with your assessor about unit combinations.

A - Mandatory Units

Demonstrate understanding of customer service	6
Demonstrate understanding of the rules that impact on improvements in customer service	6

B - Optional Units - Impression and Image

Deal with customers face to face	5
Deal with incoming telephone calls from customers	5
Make telephone calls to customers	6
Deal with customers in writing or electronically	6
Use customer service as a competitive tool	8
Organise the promotion of additional services or products to customers	7
Build a customer service knowledge set	7
Champion customer service	10
Make customer service environmentally friendly and sustainable	11
Communicate effectively with customers	5
Give customers a positive impression of yourself and your organisation.	5
Promote additional services or products to customers	6
Process information about customers	5
Live up to the customer service promise	6
Make customer service personal	6
Go the extra mile in customer service	6

C - Optional Units - Delivery

Do your job in a customer-friendly way	5
Deliver reliable customer service	5
Deliver customer service on your customer's premises	5
Recognise diversity when delivering customer service	5
Deal with customers across a language divide	8
Use questioning techniques when delivering customer service	4
Deal with customers using bespoke software	5
Maintain customer service through effective hand over	4
Deliver customer service using service partnerships	6
Organise the delivery of reliable customer service	6
Improve the customer relationship	7
Maintain and develop a healthy and safe customer service environment	8
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

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D - Optional Units - Handling Problems

Resolve customer service problems	6
Deliver customer service to difficult customers	6
Monitor and solve customer service problems	6
Apply risk assessment to customer service	6
Process customer service complaints	10
Handle referred customer complaints	10

E - Optional Units - Development and Improvement

Develop customer relationships	6
Support customer service improvements	5
Develop personal performance through delivering customer service	6
Support customers using on-line customer services	5
Buddy a colleague to develop their customer service skills	5
Develop your own customer service skills through self-study	6
Support customers using self-service technology	5
Work with others to improve customer service	8
Promote continuous improvement	7
Develop your own and others' customer service skills	8
Lead a team to improve customer service	7
Gather, analyse and interpret customer feedback	10
Monitor the quality of customer service transactions	7
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
Manage a customer service award programme	7
Apply technology or other resources to improve customer service	11
Review and re-engineer customer service processes	11
Manage customer service performance	7

Working at your own pace, you will build a portfolio of evidence of your competence, which will be assessed on an on-going basis by your ISIS learning advisor.

Contact ISIS for further information

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