

## Business Administration & Law

# NVQ Level 3 in Customer Service

Awarding Body: EDEXCEL

### General Information:

This qualification is designed for those who are responsible for the delivery of customer service, but who also have to monitor and develop the quality of customer service given, and who may be in charge of their own department or team.

The NVQ is also ideal for those who work primarily with internal customers – i.e. colleagues in the same organisation.

### Course structure:

To achieve a full Level 3 NVQ in Customer Service the candidate must achieve **both** mandatory units plus **six** optional units.

#### **Mandatory units:**

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

#### **Optional units:**

At least one optional unit should be taken from each theme.

#### **Impression and Image**

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

#### **Delivery**

- Deliver customer service on your customer's premises
- Recognise diversity when delivering customer service
- Deliver customer service using service partnerships
- Organise the delivery of reliable customer service
- Improve the customer relationship

#### **Handling problems**

- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process customer service complaints

### **Development and Improvement**

- Work with others to improve customer service
- Promote continuous improvement in customer service
- Develop your own and others' customer service skills
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback

### **Assessment methods:**

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

### **Progression:**

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 4 in Customer Service
- Team Leading / Management qualifications