

Level 3 Diploma in Customer Service (QCF)

About the course

The level 3 NVQ Diploma in Customer Service qualification aims to provide opportunities to demonstrate understanding of customer service as a competitive tool and to be proactive in finding solutions both within and externally to their organisation. Candidates are likely to have significant responsibility for the delivery of both internal and external customer service within their team or organisation.

Structure of Course

Minimum Credit Value: 42. A minimum of 22 credits must be at level 3. The learner must achieve 12 credits from the Mandatory Units. A further 30 credits must be achieved by completing a minimum of one unit from each Optional Group.

Assessment

The overall grade for these qualifications is a 'pass'. Learners must achieve all the required units within the specified qualification structure.

To pass a unit the learner must:

- Achieve all the specified learning outcomes
- Satisfy all the assessment criteria by providing sufficient and valid evidence for each criterion
- Show that the evidence is their own.

These qualifications are designed to be assessed:

- In the workplace, or
- In conditions resembling the workplace, as specified in the Skills for Logistics assessment guidance for qualifications in the QCF, or
- As part of a training programme.

Contact us

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Course Modules

Mandatory Units -

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

Optional Units -

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



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