

Active IQ Level 3 NVQ Diploma in Customer Service (QCF)

Introduction

This qualification recognises learners within a customer service environment. This qualification is based on the ICS National Occupational Standards at Level 3 and recognises occupational competence at this level. This qualification incorporates a choice of optional units which will enable learners to tailor the qualification to meet their needs.

Reg/Cert fee:	£60 (incl. standard NVQ portfolio)
Lecture Pack fee:	N/A
Manual fee:	N/A
Guided Learning Hours:	279-329
Notional Learning Hours:	420
Accreditation Number:	500/9807/X
Performance Points:	157.5
Qualification credit value:	42

Qualification structure and credit value

- 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
- A minimum of 22 credits must be at Level 3 or above.

Mandatory units

All learners must successfully achieve 12 credits from the following mandatory units:

- Demonstrate understanding of customer service (K/601/1622) this unit is worth 6 credits
- Demonstrate understanding of the rules that impact on improvements in customer service (J/601/1627) this unit is worth 6 credits

Optional Units

Learners must achieve a further 30 credits by completing a minimum of one unit from each of the following optional groups:

Impression and Image

- Communicate effectively with customers (R/601/1212) this unit is worth 5 credits
- Give customers a positive impression of yourself and your organisation (L/601/0933) this unit is worth 5 credits
- Promote additional services or products to customers (D/601/0936) this unit is worth 6 credits
- Process information about customers (H/601/1215) this unit is worth 5 credits

- Live up to the customer service promise (M/601/1217) this unit is worth 6 credits
- Make customer service personal (T/601/1218) this unit is worth 6 credits
- Go the extra mile in customer service (M/601/1220) this unit is worth 6 credits
- Deal with customers face to face (T/601/1221) this unit is worth 5 credits
- Deal with incoming telephone calls from customers (F/601/1223) this unit is worth 5 credits
- Make telephone calls to customers (J/601/1224) this unit is worth 6 credits
- Deal with customers in writing or electronically (R/601/1226) this unit is worth 6 credits
- Use customer service as a competitive tool (D/601/1228) this unit is worth 8 credits
- Organise the promotion of additional services or products to customers (D/601/1231) this unit is worth 7 credits
- Build a customer service knowledge set (K/601/1233) this unit is worth 7 credits
- Champion customer service (T/601/1235) this unit is worth 10 credits
- Make customer service environmentally friendly and sustainable (F/601/1237) this unit is worth 11 credits

Delivery

- Do your job in a customer-friendly way (A/601/1205) this unit is worth 5 credits
- Deliver reliable customer service (J/601/1210) this unit is worth 5 credits
- Deliver customer service on your customer's premises (Y/601/1213) this unit is worth 5 credits
- Recognise diversity when delivering customer service (K/601/1216) this unit is worth 5 credits
- Deal with customers across a language divide (A/601/1219) this unit is worth 8 credits
- Use questioning techniques when delivering customer service (9A/601/1222) this unit is worth 4 credits
- Deal with customers using bespoke software (L/601/1225) this unit is worth 5 credits
- Maintain customer service through effective hand over (Y/601/1227) this unit is worth 4 credits
- Deliver customer service using service partnerships (H/601/1229) this unit is worth 6 credits
- Organise the delivery of reliable customer service (Y/601/1230) this unit is worth 6 credits
- Improve the customer relationship (H/601/1232) this unit is worth 7 credits
- Maintain and develop a healthy and safe customer service environment (M/601/1234) this unit is worth 8 credits
- Plan, organise and control customer service operations (A/601/1236) this unit is worth 10 credits
- Review the quality of customer service (J/601/1238) this unit is worth 8 credits
- Build and maintain effective customer relations (L/601/1239) this unit is worth 8 credits
- Deliver seamless customer service with a team (F/601/1240) this unit is worth 8 credits

Handling Problems

- Resolve customer service problems (M/601/1511) this unit is worth 6 credits
- Deliver customer service to difficult customers (T/601/1512) this unit is worth 6 credits
- Monitor and solve customer service problems (J/601/1515) this unit is worth 6 credits
- Apply risk assessment to customer service (D/601/1519) this unit is worth 10 credits

- Process customer service complaints (D/601/1522) this unit is worth 6 credits

Handle referred customer complaints

- Handle referred customer complaints (K/601/1524) this unit is worth 10 credits

Development and Improvement

- Develop customer relationships (T/601/1526) this unit is worth 6 credits
- Support customer service improvements (A/601/1530) this unit is worth 5 credits
- Develop personal performance through delivering customer service (R/601/1534) this unit is worth 6 credits
- Support customers using on-line customer services (H/601/1540) this unit is worth 5 credits
- Buddy a colleague to develop their customer service skills (M/601/1542) this unit is worth 5 credits
- Develop your own customer service skills through self-study (R/601/1548) this unit is worth 6 credits
- Support customers using self-service technology (Y/601/1549) this unit is worth 5 credits
- Work with others to improve customer service (D/601/1553) this unit is worth 8 credits
- Promote continuous improvement (H/601/1554) this unit is worth 7 credits
- Develop your own and others' customer service skills (K/601/1555) this unit is worth 8 credits
- Lead a team to improve customer service (H/601/1568) this unit is worth 7 credits
- Gather, analyse and interpret customer feedback (H/601/1571) this unit is worth 10 credits
- Monitor the quality of customer service transactions (T/601/1574) this unit is worth 7 credits
- Implement quality improvements to customer service (L/601/1578) this unit is worth 10 credits
- Plan and organise the development of customer service staff (L/601/1581) this unit is worth 9 credits
- Develop a customer service strategy for a part of an organisation (M/601/1587) this unit is worth 11 credits
- Manage a customer service award programme (A/601/1592) this unit is worth 7 credits
- Apply technology or other resources to improve customer service (Y/601/1597) this unit is worth 11 credits
- Review and re-engineer customer service processes (R/601/1601) this unit is worth 11 credits
- Manage customer service performance (K/601/1605) this unit is worth 7 credits

Assessment

Internally assessed:

- Portfolio of evidence
- Practical demonstration / Assignment
- Coursework