

Level 3 NVQ Diploma in Customer Service

Central Training is a training company that delivers a range of training programmes for young people, adults and businesses across London, Herts and Essex.

Customer Service level 3 is aimed at individuals who are in a position of responsibility, they oversee the work of other team members, and they also help maintain and develop the customer service skills and requirements of the organisation and its employees to ensure a productive and customer friendly establishment.

The qualification gives recognition of the individual's performance in the workplace along with their knowledge of set procedures to a level 3 standard.

As within all NVQs a portfolio of evidence is built on work based performance, so assessments of job related tasks are shown via different methods of evidence collection. These forms of evidence include: observation, questioning, witness testimony, personal statements and guided discussion.

Candidates are given support via their qualified assessor who regularly carries out assessments and reviews of the individual's progress and development.

Benefits to the Employer

- Give your employees the customer service training they need to maximise their performance, team leading skills and become more productive
- Enhance customer satisfaction and retention
- Improve staff retention
- Improve efficiency and productivity
- The opportunity to develop ambitious individuals

Benefits to the Employees

- Career progression that may lead to promotion
- Recognition of existing skills and the opportunity to develop new abilities
- Gain confidence and development in your area of work
- Gain a national recognised qualification

To achieve a full Level 3 NVQ Diploma in Customer Service learners must achieve a minimum of forty two credits. The learner must achieve twelve credits from the Mandatory units and a further thirty credits must be achieved by completing a minimum of one unit from each optional group.

Mandatory Units

Group A

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

Optional Units

Group B

- 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

Group C

- Deliver customer service using partnerships
- Organise the delivery of reliable customer service
- Improve the customer relationship

Group D

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

Group E

- Work with others to improve customer service
- Promote continuous improvement
- Develop your own and others' customer service skills
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback
- Monitor the quality of customer service transactions.