

Who is this NVQ for?

The Level 3 NVQ 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.

Themes

To achieve the whole qualification at Level 3, you must prove competence in two mandatory units and six option units. At least one option unit should be taken from each theme.

The structure for the Level 3 NVQ in Customer Service includes some Level 2 option units. Three of these Level 2 units can be chosen.

Therefore, at least five additional Level 3 units from the structure below must be completed to achieve the Level 3 NVQ in Customer Service.

The themes are:

Foundations: this theme relates to the core units and covers the principles of customer service and organisational rules affecting customer service. It includes the knowledge of the organisation's products and services, and organisational procedures for dealing with customers.

Impression and image: this theme focuses on the impression made by the individual delivering customer service and by the organisation. It includes building a rapport with the customer, dealing with customers in different ways (face to face, in writing or using ICT), living up to the customer service promise and using customer information to exceed customer expectations.

Delivery: this theme focuses on delivering customer service and building relationships with the customer. It includes issues such as providing a consistent, reliable service, diversity, and working with others (such as service partnerships) to provide customer service.

Handling problems: this theme looks at recognising and resolving customer queries and problems, monitoring customer service problems and handling customer complaints.

Development and improvement: this theme looks at monitoring and improving customer service by developing customer relationships and leading, supporting and working with others to implement improvements. It also covers the analysis of customer feedback and the development of customer service strategy, as well as personal development.

Mandatory units

- Unit 7: Understand customer service to improve service delivery
- Unit 8: Know the rules to follow when developing customer service

Option units

Theme: Impression and image

- Unit 13: Make customer service personal (L2)
- Unit 14: Go the extra mile in customer service (L2)
- Unit 15: Deal with customers in writing or using ICT (L2)
- Unit 18: Use customer service as a competitive tool
- Unit 19: Organise the promotion of services or products to customers

Theme: Delivery

- Unit 22: Deliver customer service on your customer's premises (L2)
- Unit 23: Recognise diversity when delivering customer service (L2)
- Unit 24: Deliver customer service using service partnerships
- Unit 25: Organise the delivery of reliable customer service
- Unit 26: Improve the customer relationship

Theme: Handling problems

- Unit 32: Monitor and solve customer service problems
- Unit 33: Apply risk assessment to customer service
- Unit 34: Process customer service complaints

Theme: Development and improvement

- Unit 39: Work with others to improve customer service
- Unit 40: Promote continuous improvement in customer service
- Unit 41: Develop your own and others' customer service skills
- Unit 42: Lead a team to improve customer service
- Unit 43: Gather, analyse and interpret customer feedback