

Customer Service S/NVQ Framework at Level 3

The qualification structure in Customer Service S/NVQ Level 3 comprises mandatory and optional units as follows:

8 units: 2 Mandatory Units and 6 Optional Units (the 6 Optional Units must include at least one Unit from each Theme)

2 Mandatory Units - Theme: Customer Service Foundations

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

Plus 5 Optional Units from:

Theme – Impression and Image	
13	Make customer service personal
14	Go the extra mile in customer service
15	Deal with customers in writing or using ICT
18	Use customer service as a competitive tool
19	Organise the promotion of service or products to customers
Theme – Delivery	
22	Deliver customer service on your customers' premises
23	Recognise diversity when delivering customer service
24	Deliver customer service using service partnerships
25	Organise the delivery of reliable customer service
26	Improve the customer relationship
Theme – Handling Problems	
32	Monitor and solve customer service problems
33	Apply risk assessment to customer service
34	Process customer service complaints
Theme – Development and Improvement	
39	Work with others to improve customer service
40	Promote continuous improvement in customer service
41	Develop your own and others' customer service skills
42	Lead a team to improve customer service
43	Gather, analyse and intercept customer feedback