

Customer Service S/NVQ Framework at Level 4

The qualification structure in Customer Service S/NVQ Level 4 comprises mandatory and optional units as follows:

9 units: 2 Mandatory Units and 7 Optional Units (the 7 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	
18	Use customer service as a competitive tool
20	Champion customer service
Theme – Delivery	
27	Maintain and develop a healthy and safe customer service environment
28	Plan, organise and control customer service operations
29	Evaluate the quality of customer service
30	Build and maintain effective customer relations
Theme – Handling Problems	
33	Apply risk assessment to customer service
35	Handle referred customer complaints
Theme – Development and Improvement	
42	Lead a team to improve customer service
44	Implement quality improvements to customer service
45	Plan and organise the development of customer service staff
46	Develop a customer service strategy for an area
47	Work as a member of a team to deliver seamless customer service
48	Manage a customer service award programme