

NVQ Diploma in Customer Service

This Edexcel Level 4 NVQ Diploma in Customer Service is for experienced managers, working in a service delivery or customer service environment.

It is based on recognised occupational standards and is jointly certificated by Best Practice and Pearson – the leading Awarding Organisation for vocational qualifications.

- Course duration: 9 – 12 months
- Assessed through observation, written answers and workplace evidence
- Supported by e.learning and optional in-company workshops

Learners must achieve a total of 50 credits: 14 credits from Group A mandatory units and at least 36 credits from optional units. At least 20 credits from Group B and no more than 16 credits from Group C. At least 38 credits from Level 4 units.

Credit values are shown below in brackets.

Level 4

Mandatory units – Group A	Level
■ Manage customer service operations (7)	4
■ Champion customer service (4)	4
■ Manage personal and professional development (3)	3
Optional units – Group B	Level
■ Review the quality of customer service (4)	4
■ Build and maintain effective customer relations (6)	4
■ Develop a customer service strategy (6)	4
■ Manage a customer service award programme (4)	4
■ Manage the use of technology to improve customer service (4)	4
■ Develop a social media strategy for customer service (5)	4
■ Develop customer service through social media (5)	4
■ Develop resources to support consistency of customer service delivery (5)	3
■ Use service partnerships to deliver customer service (3)	3
■ Resolve customers' complaints (4)	3
■ Gather, analyse and interpret customer feedback (5)	3
■ Monitor the quality of customer service interactions (5)	3
Optional units – Group C	Level
■ Encourage learning and development (3)	4
■ Manage a project (7)	4
■ Manage team performance (4)	3
■ Manage individuals' performance (4)	3
■ Encourage innovation (4)	3

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors