

Level 3 Diploma in Customer Service (combined qualification)

Qualification Title	Level 3 Diploma in Customer Service (QCF)
Credit Value	55
Level	3
Structure Reference	S/016/609
Minimum GLH	289
Maximum GLH	375
Qualification Structure	<p>To achieve a Level 3 Diploma in Customer Service, learners must complete a minimum of 55 credits:</p> <ol style="list-style-type: none"> 1. 31 credits from MANDATORY GROUP A 2. a minimum of 15 credits from OPTIONAL GROUP B 3. a maximum of 9 credits from OPTIONAL GROUP C. <p>A minimum of 40 credits must be achieved through the completion of units at Level 3 and above.</p>

Mandatory Group A						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
1	CS 25	L/506/2150	Organise and deliver customer service	5	3	27
2	CS 26	Y/506/2152	Understand the customer service environment	5	3	40
3	CS 27	J/506/2910	Understand customers and customer retention	4	3	35
4	CS 30	K/506/2169	Resolve customers' problems	4	3	19
5	B&A 59	D/506/1942	Principles of business	10	3	74
6	M&L 9	T/506/2952	Manage personal and professional development	3	3	12

Optional Group B						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
7	CS 28	Y/506/2166	Develop resources to support consistency of customer service delivery	5	3	21
8	CS 29	D/506/2167	Use service partnerships to deliver customer service	3	3	20
9	CS 31	R/506/2151	Resolve customers' complaints	4	3	22
10	CS 32	D/506/2170	Gather, analyse and interpret customer feedback	5	3	24

11	CS 33	K/506/2172	Monitor the quality of customer service interactions	5	3	27
12	CS 5	D/506/2119	Communicate verbally with customers	3	2	14
13	CS 6	T/506/2126	Communicate with customers in writing	3	2	20
14	CS 12	L/506/2133	Promote additional products and/or services to customers	2	2	14
15	CS 14	Y/506/2135	Exceed customer expectations	3	2	15
16	CS 15	T/506/2143	Deliver customer service whilst working on customer's premises	4	2	20
17	CS 18	F/506/2159	Deliver customer service to challenging customers	3	2	16
18	CS 19	Y/506/2149	Develop customer relationships	3	2	18
19	CS 20	T/506/2160	Support customer service improvements	3	2	12
20	CS 21	A/506/2161	Support customers through real-time online customer service	3	2	15
21	CS 22	H/506/2977	Support customers using self-service equipment	3	2	18
22	CS 23	J/506/2163	Use social media to deliver customer service	3	2	18
23	CS 24	K/506/2978	Provide post transaction customer service	5	2	22
24	CS 35	D/506/2153	Champion customer service	4	4	17
25	CS 38	R/506/2179	Build and maintain effective customer relations	6	4	25
26	CS 40	L/506/2181	Manage a customer service award programme	4	4	15
27	CS 41	Y/506/2183	Manage the use of technology to improve customer service	4	4	14
28	CS 42	D/506/2962	Develop a social media strategy for customer service	5	4	16

Optional Group C						
Unit no.	Unit ref.	Ofqual Ref.	Title	Credit	Level	GLH
29	B&A 42	H/506/1912	Negotiate in a business environment	4	3	18
30	M&L 10	T/506/1820	Promote equality, diversity and inclusion in the workplace	3	3	15
31	M&L 11	A/506/1821	Manage team performance	4	3	21
32	M&L 12	J/506/1921	Manage individuals' performance	4	3	20
33	M&L 21	M/506/1931	Collaborate with other departments	3	3	14
34		F/502/8612	Negotiating, handling objections and closing sales	4	3	22
35		R/502/8615	Obtaining and analysing sales related	4	3	24

			information			
36		K/502/8622	Buyer behaviours in sales situations	3	3	27
37		K/503/0418	Manage incidents referred to a contact centre	6	3	30
38		D/503/0397	Lead direct sales activities in a contact centre team	4	3	8
39	B&A 13	L/506/1807	Manage diary systems	2	2	12
40	B&A 27	L/506/1869	Contribute to the organisation of an event	3	2	23
41	B&A 19	H/506/1814	Provide reception services	3	2	15
42	B&A 35	M/506/1895	Buddy a colleague to develop their skills	3	2	19
43	B&A 39	L/506/1905	Employee rights and responsibilities	2	2	16
44		M/502/8587	Processing sales orders	2	2	17
45		J/502/4397	Bespoke Software	4	3	30