10381 - Level 4 NVQ Diploma in Customer Service – Mapping of old NVQ units to new units

This mapping document is intended to show where old units may map in part to new units. It is not intended to show full unit equivalences.

Unit no.	Unit Level	Ofqual Ref.	New unit title	Map to old NVQ unit:
Mandatory Group A				
1	4	M/506/2898	Manage customer service operations	Plan, organise and control customer service operations (A/601/1236) (L4) Demonstrate understanding of customer service management (J/601/1630) (L4) Manage customer service performance (K/601/1605) (L4)
2	4	D/506/2153	Champion customer service	Champion customer service (T/601/1235) (L4) Implement quality improvements to customer service (L/601/1578) (L4)
3	3	T/506/2952	Manage personal and professional development	Manage own professional development within an organisation (L/600/9586) (L3) Evaluate and improve own performance in a business environment (F/601/2520) (L3) Manage personal development (F/600/9469) (L3) Manage and be accountable for own performance in a business environment (L/601/2553) (L4) Evaluate and improve own performance in a business environment (R/601/2554) (L4)
Optional Group B				
4	4	F/506/2176	Review the quality of customer service	Review the quality of customer service (J/601/1238) (L4)
5	4	R/506/2179	Build and maintain effective customer relations	Build and maintain effective customer relations (L/601/1239) (L4)

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6	4	R/506/2960	Develop a customer service strategy	Develop a customer service strategy for a part of an organisation (M/601/1587) (L4)
7	4	L/506/2181	Manage a customer service award programme	Manage a customer service award programme (A/601/1592) (L4)
8	4	Y/506/2183	Manage the use of technology to improve customer service	Apply technology or other resources to improve customer service (Y/601/1597) (L4)
9	4	D/506/2962	Develop a social media strategy for customer service	
10	4	H/506/2963	Develop customer service through social media	
11	3	Y/506/2166	Develop resources to support consistency of customer service delivery	Build a customer service knowledge set (K/601/1233) (L3)
12	3	D/506/2167	Use service partnerships to deliver customer service	Deliver customer service using service partnerships (H/601/1229) (L3) Deliver seamless customer service with a team (F/601/1240) (L4)
13	3	K/506/2169	Resolve customers' problems	Monitor and solve customer service problems (J/601/1515) (L3)
14	3	R/506/2151	Resolve customers' complaints	Process customer service complaints (D/601/1522) (L3) Handle referred customer complaints (K/601/1524) (L4)
15	3	D/506/2170	Gather, analyse and interpret customer feedback	Gather, analyse and interpret customer feedback (H/601/1571) (L3)
16	3	K/506/2172	Monitor the quality of customer service interactions	Monitor the quality of customer service transactions (T/601/1574) (L3)
Optional Group C				
17	4	M/506/1962	Encourage learning and development	Support learning and development within own area of responsibility (M/600/9676) (L4) Plan and organise the development of customer service staff (L/601/1581)
18	4	T/506/1980	Initiate and implement operational change	Implement, monitor and review change (K/601/2589)) (L4) Implement and evaluate organisational change (D/601/2590) (L6) Plan change in own area of responsibility (R/600/9654) (L5) Plan change across teams (D/601/2587) (L5)

19	4	R/506/1999	Manage a project	Plan and manage a project (J/600/9750) (L4) Manage a project (A/601/2578) (L4)
20	4	L/506/2004	Manage business risk	Manage risk in own area of responsibility (L/600/9619) (L4) Review risk management processes in own area of responsibility (L/600/9622) (L4) Assess, manage and monitor risk in a business environment (H/601/2557) (L4) Work in a business environment (J/601/2521) (L3)
21	4	R/506/1954	Support environmental sustainability in a business environment	Support sustainability in a business environment (D/601/2556) (L4) Manage the environmental impact of work activities (M/600/9712) (L4) Work in a business environment (J/601/2521) (L3) Make customer service environmentally friendly and sustainable (F/601/1237) (L4)
22	4	D/504/4056	Manage health and safety in own area of responsibility	
23	4	H/503/0417	Manage incident management systems in a contact centre	
24	3	T/506/1820	Promote equality, diversity and inclusion in the workplace	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility (M/600/9628) (L4) Work in a business environment (J/601/2521) (L3)
25	3	A/506/1821	Manage team performance	Plan, allocate and monitor work of a team (Y/600/9669) (L3) Set objectives and provide support for team members (M/600/9600) (L3)
26	3	J/506/1921	Manage individuals' performance	Address performance problems affecting team members (F/600/9679) (L4)
27	3	J/506/2292	Encourage innovation	Support team members in identifying, developing and implementing new ideas (L/600/9636) (L3) Contribute to innovation in a business environment (A/601/2547) (L3)

					Contribute to innovation in a business environment (K/601/2575) (L4)
28	3	F/502/8612	Negotiating, handling objections and closing sales		
29	3	R/502/8615	Obtaining and analysing sales related information		
30	3	K/502/8622	Buyer behaviour in sales situations		
31	3	K/503/0418	Manage incidents referred to a contact centre		
32	5	D/506/2055	Design business process		Design and manage the business processes (A/600/9762) (L7) Monitor and review business processes (A/600/9759) (L5)
33	5	Y/503/0401	Manage direct sales operations in a contact centre		
34	3	J/502/4397	Bespoke Software		