

<b>Qualification title:</b>	OCR Level 4 NVQ Diploma in Customer Service		
<b>Qualification number:</b>	601/3528/1	<b>Credit value:</b>	50
<b>An overview of this qualification</b>	<ul style="list-style-type: none"> <li>• The OCR Level 4 NVQ Diploma in Customer Service allows you to evidence the key skills, knowledge and competence that employers would expect of someone operating in a senior role with Customer Service as a primary focus. It is appropriate for you if you are in employment and want to evidence the skills, knowledge and competence in such a customer service role.</li> <li>• It is a competence qualification that supports you in confirming that you are competent in a specific customer service job role. You will develop a portfolio of evidence that meets the assessment criteria in your chosen units. The units encompass a broad range of competencies from the customer service sector allowing you to contextualise the qualification to your own role.</li> <li>• You will complete:             <ul style="list-style-type: none"> <li>○ three mandatory units covering: managing customer service operations, championing customer service and managing personal and professional development.</li> <li>○ optional units that allow for contextualisation to the requirements of your individual job role. These include: reviewing the quality of customer service, developing a customer service strategy, gathering and analysing customer feedback, initiating operational change, designing a business process and managing team performance.</li> </ul> </li> <li>• Each unit within the qualification has a credit size allocated. You must achieve 50 credits in total consisting of 14 credits from the mandatory units and 36 from the optional units.</li> <li>• Minimum amount of vocational learning = 50 credits</li> <li>• Maximum amount of vocational learning = 50 credits</li> </ul>		
<b>Entry requirements</b>	<p>There are no formal entry requirements and there is no need for you to have completed any lower level qualifications beforehand.</p> <p>However, it is anticipated that you will have significant experience of customer service delivery and processes and be working in a senior or decision-making role.</p>		
<b>Age restrictions</b>	This qualification is intended for learners aged 18 years and over.		
<b>Is this qualification right for me?</b>	This Level 4 diploma size qualification is appropriate if you are working in a senior role within an organisation that treats customer service as a priority. You may have line management responsibilities and should hold a position that allows you to work with autonomy, influence decision		

	<p>making and shape how customer service is delivered inside or outside of your organisation.</p> <p>The primary purpose of this qualification is to confirm that you are competent in a specific job role. It will enable you to undertake a learning programme to confirm competence in a specific customer service job role. It targets the key skills, knowledge and competence that employers would expect of someone operating in a role with Customer Service as a primary focus.</p> <p>The OCR Level 4 NVQ Diploma in Customer Service sits within a suite of Customer Service NVQ qualifications that allow for natural progression from Level 1 to Level 4. The qualifications also come in different sizes:</p> <ul style="list-style-type: none"> <li>• Certificates allow you to evidence a <b>range</b> of skills, knowledge and competence relevant to your role</li> <li>• Diplomas allow you to evidence a <b>breadth</b> of skills, knowledge and competence relevant to your role</li> </ul> <p>This specific size, type and level of qualification might be right for you if you:</p> <ul style="list-style-type: none"> <li>• would like a longer course of 171 guided learning hours (GLH)</li> <li>• would like a course that can be tailored to your specific requirements</li> <li>• would like to confirm that you are competent in a specific Customer Service role</li> <li>• have previously studied a Level 3 qualification</li> <li>• are employed and would like to confirm competence in your specific job role</li> <li>• wish to gain a Level 4 qualification to support further study in Further Education (FE) or Higher Education (HE) in any other sector or subject area.</li> </ul>
<p><b>How could I progress from this qualification?</b></p>	<p>The primary purpose of this qualification is to confirm that you are competent in a specific job role such as:</p> <ul style="list-style-type: none"> <li>• Customer Service Team Leader/Manager</li> <li>• Customer Complaints Supervisor</li> <li>• Customer Liaison Manager</li> <li>• Business Development Leader</li> <li>• Client Services Leader</li> <li>• Quality Assurance Manager</li> </ul> <p>You may want to take the OCR Level 4 NVQ Diploma in Customer Service if you are seeking progression or self-development in the customer service sector.</p> <p>Achievement of this qualification allows you to evidence the knowledge, skills and competence that are truly pertinent to your role and, where</p>

	<p>relevant, the organisation in which you work. The choice of units enables you to contextualise the qualification to the requirements of your own, specific customer service-related role.</p> <p>Alternatively, this qualification supports progression to further learning. You could progress to other qualifications suitable to your level of experience and autonomy, such as the:</p> <ul style="list-style-type: none"> <li>• <a href="#">OCR Level 5 Diploma NVQ Diploma in Management and Leadership (QCF) - Competence Qualification</a></li> <li>• <a href="#">OCR Level 5 Diploma in Management and Leadership (QCF) - Knowledge Qualification.</a></li> </ul>
<p><b>Support</b></p>	<p>A number of employers from across the Customer Service sector were involved in consultations with Skills CfA when developing this qualification. In addition, the following employers directly support OCR's qualification, recognising it as valuable for their employees:</p> <p>Flintshire County Council McKechnies BaxterStorey Ltd McCann Fayair</p>
<p><b>Further information</b></p>	<p>To find out more about the OCR Level 4 NVQ Diploma in Customer Service please refer to the Centre Handbook available on the OCR website: <a href="http://www.ocr.org.uk/Images/176731-centre-handbook.pdf">http://www.ocr.org.uk/Images/176731-centre-handbook.pdf</a></p> <p>If you have any other queries please contact: <a href="mailto:vocational.qualifications@ocr.org.uk">vocational.qualifications@ocr.org.uk</a></p>
<p><b>About us</b></p>	<p>OCR is a leading UK awarding body. We provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes.</p> <p>Our general and vocational qualifications equip learners with the knowledge and skills they need for their future, helping them achieve their full potential.</p>