

Level 4 NVQ Diploma in Customer Service

Qualification Title	Level 4 NVQ Diploma in Customer Service (QCF)
Credit Value	50
Level	4
Structure Reference	S/016/610
Minimum GLH	171
Maximum GLH	255
Qualification Structure	<p>To achieve a Level 4 NVQ Diploma in Customer Service, you must complete a minimum of 50 credits:</p> <ol style="list-style-type: none"> 1. 14 must be completed from GROUP A MANDATORY UNITS 2. a minimum of 20 credits from GROUP B OPTIONAL UNITS 3. a maximum of 16 credits from GROUP C OPTIONAL UNITS. <p>A minimum of 38 credits must be achieved through the completion of units at Level 4 and above.</p>

Mandatory Group A						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
1	CS 34	M/506/2898	Manage customer service operations	7	4	23
2	CS 35	D/506/2153	Champion customer service	4	4	17
3	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
4	CS 36	F/506/2176	Review the quality of customer service	4	4	20
5	CS 38	R/506/2179	Build and maintain effective customer relations	6	4	25
6	CS 39	R/506/2960	Develop a customer service strategy	6	4	25
7	CS 40	L/506/2181	Manage a customer service award programme	4	4	15
8	CS 41	Y/506/2183	Manage the use of technology to improve customer service	4	4	14
9	CS 42	D/506/2962	Develop a social media strategy for customer service	5	4	16
10	CS 43	H/506/2963	Develop customer service through social media	5	4	16
11	CS 28	Y/506/2166	Develop resources to support consistency of customer service delivery	5	3	21
12	CS 29	D/506/2167	Use service partnerships to deliver customer	3	3	20

			service			
13	CS 30	K/506/2169	Resolve customers' problems	4	3	19
14	CS 31	R/506/2151	Resolve customers' complaints	4	3	22
15	CS 32	D/506/2170	Gather, analyse and interpret customer feedback	5	3	24
16	CS 33	K/506/2172	Monitor the quality of customer service interactions	5	3	27

CFA Group C						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
17	M&L 28	M/506/1962	Encourage learning and development	3	4	16
18	M&L 30	T/506/1980	Initiate and implement operational change	4	4	19
19	M&L 40	R/506/1999	Manage a project	7	4	38
20	M&L 41	L/506/2004	Manage business risk	6	4	27
21	B&A 66	R/506/1954	Support environmental sustainability in a business environment	4	4	38
22		D/504/4056	Manage health and safety in own area of responsibility	5	4	15
23		H/503/0417	Manage incident management systems in a contact centre	6	4	12
24	M&L 10	T/506/1820	Promote equality, diversity and inclusion in the workplace	3	3	15
25	M&L 11	A/506/1821	Manage team performance	4	3	21
26	M&L 12	J/506/1921	Manage individuals' performance	4	3	20
27	M&L 16	J/506/2292	Encourage innovation	4	3	14
28		F/502/8612	Negotiating, handling objections and closing sales	4	3	22
29		R/502/8615	Obtaining and analysing sales related information	4	3	24
30		K/502/8622	Buyer behaviour in sales situations	3	3	27
31		K/503/0418	Manage incidents referred to a contact centre	6	3	30
32	M&L 49	D/506/2055	Design business process	5	5	23
33		Y/503/0401	Manage direct sales operations in a contact	7	5	30

			centre			
34		J/502/4397	Bespoke Software	4	3	30