

## 10378 - Level 1 Certificate 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	Maps to old NVQ unit:
<b>Mandatory Group A</b>				
1	1	L/506/2083	Understand working in a customer service environment	
2	1	Y/506/2085	Communication in customer service	Communicate using customer service language (F/601/1609) (L1) Maintain a positive and customer-friendly attitude (R/601/1209) (L1)
3	1	L/506/1791	Principles of personal performance and development	
4	1	R/506/1792	Principles of working in a business environment	
5	1	Y/506/1793	Work with others in a business environment	Work with other people in a business environment (A/601/2452) (L1) Work with other people in a business environment (Y/601/2474) (L2) Behaving in a Way that Supports Work in a Business Environment (R/600/4941) (L1) Work in a business environment (A/601/2449) (L1)
<b>Optional Group B</b>				
6	1	A/506/2094	Record details of customer service problems	Take details of customer service problems (T/601/1509) (L1)
7	1	A/506/2113	Deal with customer queries, requests and problems	Recognise and deal with customer queries, requests and problems (M/601/1508) (L1)
8	2	T/506/2126	Communicate with customers in writing	Deal with customers in writing or electronically (R/601/1226) (L3)
9	2	H/506/2154	Deal with incoming telephone calls from customers	Deal with incoming telephone calls from customers (F/601/1223) (L2)
10	2	K/506/2155	Make telephone calls to customers	Make telephone calls to customers (J/601/1224) (L2)
11	2	R/506/2134	Process information about customers	Process information about customers (H/601/1215) (L2)

Optional Group C				
12	1	H/506/1795	Manage time and workload	Manage own performance in a business environment (M/601/2447) (L1) Improve own performance in a business environment (T/601/2448) (L1) Manage own performance in a business environment (F/601/2467) (L2)
13	1	A/506/1799	Meet and welcome visitors in a business environment	Meet and welcome visitors (Y/601/2457) (L2)
14	1	F/503/0392	Contribute to sales activities in a contact centre	
15	1	F/503/0361	Use specific features of contact centre systems and technology	
16	2	T/505/4673	Health and safety procedures in the workplace	
17	2	M/502/8587	Processing sales orders	
18	2	R/502/8601	Meeting customers' after sales needs	