

10380 - Level 3 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	Maps to old NVQ unit:
Mandatory Group A				
1	3	L/506/2150	Organise and deliver customer service	Organise the delivery of reliable customer service (Y/601/1230) (L3) Demonstrate understanding of customer service (K/601/1622) (L3)
2	3	Y/506/2152	Understand the customer service environment	
3	3	J/506/2910	Understand customers and customer retention	
4	3	K/506/2169	Resolve customers' problems	Monitor and solve customer service problems (J/601/1515) (L3)
5	3	D/506/1942	Principles of business	
6	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				
7	3	Y/506/2166	Develop resources to support consistency of customer service delivery	Build a customer service knowledge set (K/601/1233) (L3)
8	3	D/506/2167	Use service partnerships to deliver customer	Deliver customer service using service partnerships (H/601/1229) (L3)

			service	Deliver seamless customer service with a team (F/601/1240) (L4)
9	3	R/506/2151	Resolve customers' complaints	Process customer service complaints (D/601/1522) (L3) Handle referred customer complaints (K/601/1524) (L4)
10	3	D/506/2170	Gather, analyse and interpret customer feedback	Gather, analyse and interpret customer feedback (H/601/1571) (L3)
11	3	K/506/2172	Monitor the quality of customer service interactions	Monitor the quality of customer service transactions (T/601/1574) (L3)
12	2	D/506/2119	Communicate verbally with customers	Communicate effectively with customers (R/601/1212) (L2) Deal with customers face to face (T/601/1221) (L2) Use questioning techniques when delivering customer service (A/601/1222) (L2)
13	2	T/506/2126	Communicate with customers in writing	Deal with customers in writing or electronically (R/601/1226) (L3)
14	2	L/506/2133	Promote additional products and/or services to customers	Promote additional services or products to customers (D/601/0936) (L2) Organise the promotion of additional services or products to customers (D/601/1231) (L3)
15	2	Y/506/2135	Exceed customer expectations	Go the extra mile in customer service (M/601/1220) (L2)
16	2	T/506/2143	Deliver customer service whilst working on customer's premises	Deliver customer service on your customer's premises (Y/601/1213) (L2)
17	2	F/506/2159	Deliver customer service to challenging customers	Deliver customer service to difficult customers (T/601/1512) (L2)
18	2	Y/506/2149	Develop customer relationships	Develop customer relationships (T/601/1526) (L2) Improve the customer relationship (H/601/1232) (L3)
19	2	T/506/2160	Support customer service improvements	Support customer service improvements (A/601/1530) (L2) Work with others to improve customer service (D/601/1553) (L3)
20	2	A/506/2161	Support customers through real-time online customer service	Support customers using on-line customer services (H/601/1540) (L2)
21	2	H/506/2977	Support customers using self-service equipment	Support customers using self-service technology (Y/601/1549) (L2)
22	2	J/506/2163	Use social media to deliver customer service	

23	2	K/506/2978	Provide post transaction customer service	
24	4	D/506/2153	Champion customer service	Champion customer service (T/601/1235) (L4) Implement quality improvements to customer service (L/601/1578) (L4)
25	4	R/506/2179	Build and maintain effective customer relations	Build and maintain effective customer relations (L/601/1239) (L4)
26	4	L/506/2181	Manage a customer service award programme	Manage a customer service award programme (A/601/1592) (L4)
27	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)
28	4	D/506/2962	Develop a social media strategy for customer service	
Optional Group C				
29	3	H/506/1912	Negotiate in a business environment	Negotiate in a business environment (D/601/2525) (L3) Negotiate in a business environment (K/601/2561) (L4)
30	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)
31	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)
32	3	J/506/1921	Manage individuals' performance	Address performance problems affecting team members (F/600/9679) (L4)
33	3	M/506/1931	Collaborate with other departments	
34	3	F/502/8612	Negotiating, handling objections and closing sales	
35	3	R/502/8615	Obtaining and analysing sales related information	
36	3	K/502/8622	Buyer behaviours in sales situations	
37	3	K/503/0418	Manage incidents referred to a contact centre	
38	3	D/503/0397	Lead direct sales activities in a contact centre	

			team	
39	2	L/506/1807	Manage diary systems	Use a diary system (K/601/2477) (L2)
40	2	L/506/1869	Contribute to the organisation of an event	Support the organisation of an event (L/601/2505) (L2) Support the co-ordination of an event (D/601/2508) (L2)
41	2	H/506/1814	Provide reception services	Provide reception services (K/601/2480) (L2)
42	2	M/506/1895	Buddy a colleague to develop their skills	Buddy a colleague to develop their customer service skills (M/601/1542) (L2)
43	2	L/506/1905	Employee rights and responsibilities	Principles of personal responsibilities and working in a business environment (L/601/7638) (L2)
44	2	M/502/8587	Processing sales orders	
45	3	J/502/4397	Bespoke Software	