

# Diploma in Customer Service

Level 4



## Who would benefit from this qualification?

The NVQ Diploma in Customer Service is designed for anyone who works in a customer-facing role.

The Level 4 certificate is ideal for individuals who are responsible for developing and implementing customer-service strategies for a team, department or organisation. You are looking to develop the skills needed to manage and resolve challenging issues raised by customers.

## What does the qualification cover?

Learners are required to complete two mandatory units together with a minimum of 47 credits' worth of units from the optional list - choosing at least one from each category:

### Mandatory units

- Demonstrate understanding of customer service
- Follow organisational rules, legislation and external regulations when managing customer service

### Optional Units - Impression & Image

(selection only)

- Champion customer service (10)
- Build a customer service knowledge set (7)
- Process information about customers (5)
- Go the extra mile in customer service (6)

### Optional Units - Handling problems

- Process customer service complaints (6)
- Resolve customer service problems (6)
- Deliver customer service to difficult customers (6)
- Monitor and solve customer service problems (6)

### Optional Units - Delivery (selection only)

- Do your job in a customer-friendly way (5)
- Deliver reliable customer service (5)
- Improve the customer relationship (7)

### Optional Units - Development & Improvement (selection only)

- Develop customers relationships (6)
- Support customer service improvements (5)
- Promote continuous improvement (7)
- Lead a team to improve customer service (7)

### Course overview

<b>Qualification:</b>	Certificate
<b>Credits:</b>	47+
<b>Duration:</b>	6—24 months
<b>Learning:</b>	Workplace
<b>Assessment:</b>	Assessor

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