

EDI Level 3 NVQ in Customer Service

Qualification Structure

To achieve a full certificate in Customer Service, you are required to complete the 2 mandatory units and 6 optional units (at least one from each Theme).

MANDATORY UNITS

THEME: CUSTOMER SERVICE FOUNDATIONS

This Theme covers the language and concepts of Customer Service as well as the organisational context and the external environment in which you have to work.

UNIT 7 Understand customer service to improve service delivery

UNIT 8 Know the rules to follow when developing customer service

OPTIONAL UNITS

THEME: IMPRESSION AND IMAGE

This Theme covers the Customer Service behaviours and processes that have the most impact on the way your customer sees you and your organisation.

UNIT 13 Make customer service personal

UNIT 14 Go the extra mile in customer service

UNIT 15 Deal with customers in writing or using ICT

UNIT 18 Use customer service as a competitive tool

UNIT 19 Organise the promotion of services or products to customers

THEME: DELIVERY

This Theme covers Customer Service behaviours and processes that have most effect on the customer experience during Customer Service delivery.

UNIT 22 Deliver customer service on your customer's premises

UNIT 23 Recognise diversity when delivering customer service

UNIT 24 Deliver customer service using service partnerships

UNIT 25 Organise the delivery of reliable customer service

UNIT 26 Improve the customer relationship

THEME: HANDLING PROBLEMS

This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems.

UNIT 32 Monitor and solve customer service problems

UNIT 33 Apply risk assessment to customer service

UNIT 34 Process customer service complaints

THEME: DEVELOPMENT AND IMPROVEMENT

This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments.

UNIT 39 Work with others to improve customer service

UNIT 40 Promote continuous improvement in customer service

UNIT 41 Develop your own and others' customer service skills

UNIT 42 Lead a team to improve customer service

UNIT 43 Gather, analyse and interpret customer feedback



Supporting learning
and performance