



Purpose statement

**NCFE Level 3 Diploma in Customer Service
QN: 601/3974/2**

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Qualification overview

This QCF qualification develops and accredits a wide range of knowledge and skills needed to work in a customer service role. It covers how to organise and deliver customer service, and understand customers and customer retention. Optional content for this qualification covers exceeding customer expectations, resolving customer complaints, and developing a social media strategy for customer service.

This qualification consists of 6 mandatory units and 2 groups of optional units (39 optional units in total).

Mandatory units:

- Organise and deliver customer service (L/506/2150)
- Understand the customer service environment (Y/506/2152)
- Resolve customers' problems (K/506/2169)
- Principles of business (D/506/1942)
- Manage personal and professional development (T/506/2952)
- Understand customers and customer retention (J/506/2910)

For a full list of units, please see here:

http://register.ofqual.gov.uk/Qualification/Details/601_3974_2

Who is this qualification for?

This qualification is designed to be undertaken if you are already working in a customer service role. You will have the scope to bring about permanent improvements in service delivery that benefit your organisation and its customers.

This qualification is available for learners aged 16 and above and has no specific entry requirements, though it may be beneficial if you have undertaken a Level 2 qualification before – ideally in a customer service-related discipline.

What could this qualification lead to?

This qualification will accredit and develop your skills and knowledge in customer service. It will help you to secure long-term employment and to progress in job roles that can include:

- Customer Service Manager
- Key Account Manager
- Customer Service Team Leader.

Progression opportunities

Learners completing this qualification can progress to:

- NCFE Level 4 NVQ Diploma in Customer Service
- NCFE Level 4 NVQ Diploma in Business Administration

If there are larger and/or smaller versions of this qualification at the same level, why should a learner take this particular one?

This qualification is not available in a larger or smaller version at this level.

Who supports the qualification?

The qualification is supported by the following employers:

- Sodexo
- TT2
- Carillion
- Home Group
- Formica.

For further information about these employers please contact NCFE on 0191 239 8000 or email us at customersupport@ncfe.org.uk.