

## Mapping document

The NCFE Level 3 Certificate in Principles of Customer Service (601/7073/6) has been mapped to the knowledge learning outcomes of the NCFE Level 3 Diploma in Customer Service (601/3974/2), as shown in the table below.

<b>NCFE Level 3 Certificate in Principles of Customer Service (601/7073/6)</b>	<b>NCFE Level 3 Diploma in Customer Service (601/3974/2)</b>
<b>Mandatory units</b>	
Understand the customer service environment (R/507/5627)	Understand the customer environment (Y/506/2152) Organise and deliver customer service (L/506/2150)
Principles of business (L/507/4329)	Principles of business (D/506/1942)
Understand how to resolve customers' problems and complaints (D/507/5565)	Resolve customers' problems (K/506/2169) Resolve customers' complaints (R/506/2151)
Understand customers and customer retention (K/507/5634)	Understand customers and customer retention (J/506/2910)
<b>Optional units</b>	
Understand how to monitor customer service interactions and feedback (M/507/5568)	Gather, analyse and interpret customer feedback (D/506/2170) Monitor the quality of customer service interactions (K/506/2172)
Understand how knowledge resources and service partnerships support customer service delivery (J/507/5639)	Develop resources to support consistency of customer service delivery (Y/506/2166) Use service partnerships to deliver customer service (D/506/2167)
Understand sales activities in a contact centre and how to close a sale (A/507/5640)	Lead direct sales activities in a contact centre team (D/503/0397) Negotiating, handling objections and closing sales (F/502/8612)
Understand how to obtain and analyse sales related information (R/507/5644)	Obtaining and analysing sales-related information (R/502/8615) Buyer behaviour in sales situations (K/502/8622)
Understand equality, diversity and inclusion in the workplace (K/507/4337)	Promote equality, diversity and inclusion in the workplace (T/506/1820)
Understand how to manage performance and conflict in the workplace (D/507/5646)	Manage team performance (A/506/1821) Manage individuals' performance (J/506/1921) Manage conflict within a team (from NCFE Level 3 Diploma in Management)
Understand how to manage incidents and collaborate with other departments in a contact centre (K/507/5648)	Manage incidents referred to a contact centre (K/503/0418) Collaborate with other departments (M/506/1931)
Understand how to use social media tools and channels (K/507/5665)	Principles of social media within a business (from NCFE Level 3 Diploma in Business Administration)

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***\* To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***