



Customer Service (Framework)

Level 3

Overview - What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellent customer experience and will equip you with the necessary skills to work and support customer service delivery.

Get recognition for your ability to create a great customer-service experience with the level 3 Customer Service qualification. Having great customer service skills can help you move up in your career, no matter what area you're working in.

The following areas that can be covered within this qualification:

- Organise and deliver customer service
- Understand the customer service environment
- Understand customers and customer retention
- Resolve customers' problems
- Principles of business
- Manage personal and professional development

What could this qualification lead to?

This qualification could lead to jobs such as: • Team leader • Manager • Delivering customer service across an organisation • Analyse and respond to customer service issues

Funding Band: £2000
Employer contribution £200

Course Units

Mandatory 304 Organise and deliver customer service

- 305 Understand the customer service environment
- 306 Understand customers and customer retention
- 307 Principles of business
- 308 Manage personal and professional development
- 323 Resolve customers' problems

Optional Group B

- 206 Communicate verbally with customers
- 207 Communicate with customers in writing
- 210 Promote additional products and/or services to customers
- 212 Exceed customer expectations
- 213 Deliver customer service whilst working on customer's premises
- 216 Deliver customer service to challenging customers
- 217 Develop customer relationships
- 218 Support customer service improvements
- 219 Support customers through realtime online customer service
- 220 Support customers using selfservice equipment
- 221 Use social media to deliver customer service
- 222 Provide post transaction customer service
- 302 Gather, analyse and interpret customer feedback
- 309 Develop resources to support consistency of customer service delivery
- 310 Use service partnerships to deliver customer service
- 311 Resolve customers' complaints
- 312 Monitor the quality of customer service interactions
- 402 Champion customer service
- 404 Build and maintain effective customer relations
- 406 Manage a customer service award programme
- 407 Manage the use of technology to improve customer service
- 408 Develop a social media strategy for customer Service

Optional Group C

- 224 Manage diary systems
- 225 Provide reception services
- 226 Contribute to the organisation of an event
- 227 Buddy a colleague to develop their skills
- 228 Employee rights and responsibilities
- 231 Processing sales orders
- 303 Negotiate in a business environment
- 313 Promote equality, diversity and inclusion in the workplace
- 314 Manage team performance
- 315 Manage individuals' performance
- 316 Collaborate with other departments
- 317 Negotiating, handling objections and closing sales
- 318 Obtaining and analysing sales related information
- 319 Buyer behaviours in sales situations
- 320 Manage incidents referred to a contact centre
- 321 Lead direct sales activities in a contact centre team
- 322 Bespoke Software