

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.

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| 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.

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| 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.

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| 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