



Section 1:

Overview

Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This Qualification Specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 4 NVQ Diploma in Customer Service.

The NCFE Level 4 NVQ Diploma in Customer Service is a competence-based qualification.

A competence-based qualification is based on National Occupational Standards and is a job-ready qualification which requires learners to demonstrate the skills and knowledge required to work in a specific industry. A competence-based qualification must be assessed in the workplace in accordance with the relevant assessment strategy. For further information on the assessment requirements see page 8.

All information contained in this specification is correct at the time of publishing.

Accreditation and funding

The NCFE Level 4 NVQ Diploma in Customer Service has been accredited by the qualifications regulators for England, Wales and Northern Ireland¹, and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number (QAN) is 501/0232/1.

It's eligible for funding under the Learning and Skills Act 2000 under Sections 96 and 97. The aim reference is 50102321. Contact your local funding provider for further guidance.

¹The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.



Achieving this
Competence
Based
Qualification
(CBQ)

This qualification is made up of 2 mandatory units:

Mandatory Units

- [Demonstrate understanding of customer service management J/601/1630](#)
- [Follow organisational rules, legislation and external regulations when managing customer service D/601/1634](#)

and the following 31 optional units:

Impression and Image Theme

- [Deal with customers in writing or electronically R/601/1226](#)
- [Use customer service as a competitive tool D/601/1228](#)
- [Organise the promotion of additional services or products to customers D/601/1231](#)
- [Build a customer service knowledge set K/601/1233](#)
- [Champion customer service T/601/1235](#)
- [Make customer service environmentally friendly and sustainable F/601/1237](#)
- [Delivery Theme](#)
- [Organise the delivery of reliable customer service Y/601/1230](#)
- [Improve the customer relationship H/601/1232](#)
- [Maintain and develop a healthy and safe customer service environment M/601/1234](#)
- [Plan, organise and control customer service operations A/601/1236](#)
- [Review the quality of customer service J/601/1238](#)
- [Build and maintain effective customer relations L/601/1239](#)

- [Deliver seamless customer service with a team F/601/1240](#)
- [Deliver customer service using service partnerships H/601/1229](#)
- [Handling Problems Theme](#)
- [Monitor and solve customer service problems J/601/1515](#)
- [Apply risk assessment to customer service D/601/1519](#)
- [Process customer service complaints D/601/1522](#)
- [Handle referred customer complaints K/601/1524](#)
- [Development and Improvement Theme](#)
- [Develop your own and others' customer service skills K/601/1555](#)
- [Lead a team to improve customer service H/601/1568](#)
- [Gather, analyse and interpret customer feedback H/601/1571](#)
- [Monitor the quality of customer service transactions T/601/1574](#)
- [Implement quality improvements to customer service L/601/1578](#)
- [Plan and organise the development of customer service staff L/601/1581](#)
- [Develop a customer service strategy for a part of an organisation M/601/1587](#)
- [Manage a customer service award programme A/601/1592](#)
- [Apply technology or other resources to improve customer service Y/601/1597](#)
- [Review and re-engineer customer service processes R/601/1601](#)
- [Manage customer service performance K/601/1605](#)



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- [Work with others to improve customer service D/601/1553](#)
 - [Promote continuous improvement H/601/1554](#)
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To achieve the qualification, learners must achieve a total of at least 67 credits.

20 credits must be achieved by completing the mandatory units. A further 47 credits must be achieved by completing a minimum of one unit from each optional group.

A minimum of 35 credits must be at Level 4.

To successfully complete a unit, each learner has to provide evidence satisfying all the performance and knowledge standards in that unit.

The learning outcomes and assessment criteria are available by clicking on the unit titles above which are hyperlinked to the Register of Regulated Qualifications.

Who and what is it for?

This qualification is ideal for people who have the scope to bring about permanent improvements in service delivery that benefit their organisation and its customers. These people don't necessarily have to be in a role where they're directly responsible for people.

Entry guidance

There aren't any specific recommended prior learning requirements for this qualification. However, learners might find it useful if they've already completed qualifications in a related area at Level 3.

Learners have to be at least 18 years old.

Resource

requirements	<p>There are no specific physical resource requirements for this qualification.</p>
Progression and development opportunities	<p>This Competence Based Qualification (CBQ) can provide progression to further qualifications at Level 4 in the same and related subject areas. These may include:</p> <ul style="list-style-type: none">• Level 4 NVQ Certificate or Diploma in Business and Administration• Level 4 NVQ in Management <p>For further details of these and other qualifications available in this sector area see the Register of Regulated Qualifications (http://register.ofqual.gov.uk/).</p>
Credit transfer	<p>One of the benefits of the QCF is that learners can transfer credit from one qualification to another. Learners who've already achieved one or more of the units included in this qualification elsewhere can transfer the credit already achieved. Simply let us know which units are being achieved by credit transfer on the Certificate Claim Form.</p> <p>Please see the Register of Regulated Qualifications (http://register.ofqual.gov.uk/) for information about the units in this qualification.</p>
What happens at the end of an accreditation period?	<p>We review qualifications that are near the end of their accreditation period, working with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases we'd apply to the regulators for an extension to the accreditation period. If an accreditation period is extended the certification period will also change.</p>



We'll post information relating to changes or extensions to qualifications on our website (www.ncfe.org.uk) and centres approved to offer the qualification will be kept updated.

Accreditation and certification end dates

All qualifications on the QCF have accreditation and certification end dates to ensure that qualifications remain current and valid. The accreditation end date is the last date we can register learners on a qualification, and the certification end date is the last date that learners can be certificated.

Learners have up to 3 years after the accreditation end date, to complete this qualification and claim their certificate (unless the certification end date passes before the end of the 3 year period). For further information about accreditation and certification end dates please refer to the information about this qualification on our website (www.ncfe.org.uk) or alternatively you can check the information on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>).

Mapping to National Occupational Standards

This qualification reflects the qualification structure for the Level 4 NVQ Diploma in Customer Service published by the Institute of Customer Service (ICS). It uses the associated National Occupational Standards (NOS) published by the ICS.

Further information on the NOS used in this qualification can be found on the ICS website (www.instituteofcustomerservice.com).

Assessment guidance

The occupational expertise, qualifications and experience required of Assessors and Internal Verifiers is set out in the Assessment Strategy for Customer Service S/NVQs at Levels 1, 2, 3 and 4 March 2010, which is available on our website (

www.ncfe.org.uk).

Documentation

The following documents are essential reading for any centre involved in the delivery, assessment and administration of this qualification:

- Assessment Strategy
- Evidence Requirements

Additional documents are available for those centres wishing to use them:

- Evidence Tracking Sheet
- Example pro-formas for Assessors and Internal Verifiers

