

Level 3 NVQ Diploma in Customer Service

Information Sheet & Application Form

This qualification gives you credit for what you do at work. It will help you to gain recognition for the skills you have, and in some instances help you to improve your skills.

You must work in a customer service role in order to be able to achieve this qualification. This qualification is suitable for you if your responsibilities include:

- ✓ Dealing with customers regularly
- ✓ Providing a high level of customer service
- ✓ Dealing with customer queries or problems
- ✓ Developing customer relationships

In order to successfully complete the Level 3 NVQ Diploma in Customer Service you must complete 42 credits in total. Each unit is worth a number of credits. There are two mandatory units, giving 12 credits. The remaining 30 credits can be taken from optional units, but you must take units across four different options.

You will be provided with training and support to help you develop your knowledge and skills in the main subject area. You will also be observed carrying out your normal duties by your tutor. The tutor will be experienced in your field of work and will be able to give you tips and advice to improve your skills. They will help you to complete any written work and support you in achieving this qualification. Don't worry about your written skills - there are people to help you all the way.

Government funding may be available to pay for your training if you are eligible. Use the checklist to find out. If you tick any of the shaded boxes then you will not be eligible for Government Funding at this time.

Please speak to us to find out if there is any other help available to fund your training.

My age is	
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Please tick the relevant boxes		Y	N
	I have a permanent National Insurance Number		
I am:	employed and have a contract of employment or		
	a volunteer and receive no payment for the work or		
	self employed and registered with HM Revenue & Customs		
	I am normally and lawfully resident in the UK and have been for the last 3 years or fulfil the LSC's residency criteria		
	Are you currently on any other government funded training?		
	Do you have an NVQ Level 2 or more than 5 GCSEs already?		

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Tick the **Always** box if you carry out these duties regularly, **Sometimes** if you do them less than once a week, and **Never** if you don't carry them out at all. **Remember you only need 42 credits to complete the qualification.**

Unit	Credit	Mandatory Unit Titles (you must complete all units)	Always ✓	Sometimes ✓	Never ✓
1	6	Demonstrate Understanding Of Customer Service			
2	6	Demonstrate Understanding Of The Rules That Impact On Improvements In Customer Service			
Unit	Credit	B Optional Units (you must choose at least one of these units)			
3	5	Give Customers A Positive Impression Of Yourself And Your Organisation			
4	5	Deal With Customers Face To Face			
5	6	Deal With Customers In Writing Or Electronically (Level 3)			
6	10	Champion Customer Service (Level 4)			
Unit	Credit	C Optional Units (you must choose at least one of these units)			
7	5	Deliver Reliable Customer Service			
8	5	Recognise Diversity When Delivering Customer Service			
9	6	Organise The Delivery Of Reliable Customer Service (Level 3)			
10	7	Improve The Customer Relationship (Level 3)			
Unit	Credit	D Optional Units (you must choose at least one of these units)			
11	6	Monitor And Solve Customer Service Problems (Level 3)			
12	6	Process Customer Service Complaints (Level 3)			
Unit	Credit	E Optional Units (you must choose at least one of these units)			
13	8	Work With Others To Improve Customer Service (Level 3)			
14	8	Develop Your Own And Others' Customer Service Skills (Level 3)			

Please list below all of the qualifications you have already achieved.

Subject	Qualification	Level

First Name		Surname		Date of Birth	
Address				Post Code	
Telephone		National Insurance Number			
Employer Name		Employer Address			
Employer Phone Number		No. of hours worked per week			
Signature				Date	