

## **EDI Level 3 NVQ Diplomain Customer Service**

### **Qualification Overview**

This course is aimed at customer service employees who deliver and manage services, who are accountable in the area of practice and who work on their own without direct supervision. It covers: demonstrating an understanding of customer service and the rules that impact on improvements in customer service. It is aimed at candidates who are in a more senior role, or in a position of influence.

### **Mandatory Units**

The candidate must complete 2 mandatory units and 6 optional units:

Units covered:

- understand customer service to improve service delivery
- know the rules to follow when developing customer service

### **Optional Units -**

Optional units include:

Impression and image:

- make customer service personal
- go the extra mile in customer service
- deal with customers in writing or using ICT

Delivery:

- recognise diversity when delivering customer service
- deliver customer service using service partnership
- organise the delivery of reliable customer service



Handling problems:

- monitor and solve customer service problems
- apply risk assessments to customer service
- process customer service complaints

Development and improvements:

- promote continuous improvement in customer service
- lead a team to improve customer service
- gather, analyse and interpret customer feedback