

Level 1 Certificate in Customer Service (combined qualification)

To achieve a Level 1 Certificate in Customer Service, learners must complete a **minimum of 19 credits**:

1. **10 credits** from **GROUP A MANDATORY UNITS**
2. A **minimum of 6 credits** from **GROUP B OPTIONAL UNITS**
3. A **maximum of 3 credits** from **GROUP C OPTIONAL UNITS**.

A **minimum of 14 credits** must be achieved through the completion of Level 1 units

GROUP A MANDATORY UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 1	Principles of customer service	1	3	20	
CS 2	Communication in customer service	1	2	14	
B&A 2	Principles of Business	1	3	37	
B&A 3	Work with other people in a business environment	1	2	18	
Total			10	89	

GROUP B OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 3	Take details of customer service problems	1	3	14	
CS 4	Deal with customer queries, requests and problems	1	3	11	
CS 6	Communicate with customers in writing	2	3	20	
CS 10	Deal with incoming telephone calls from customers	2	3	16	
CS 11	Make telephone calls to customers	2	3	16	
CS 13	Process information about customers	2	3	14	
F/503/0392	Contribute to basic sales in a contact centre	1	3	6	
Total			21	97	

GROUP C OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
B&A 1	Principles of personal performance and development	1	3	30	
B&A 5	Manage time and workload	1	1	10	
B&A 9	Meet and welcome visitors in a business environment	1	2	20	
T/505/4673	Health and safety procedures in the workplace	2	2	16	
M/502/8587	Processing sales orders	2	2	17	
R/502/8601	Meeting customers' after sales needs	2	3	14	
Total			13	107	

Level 2 Diploma in Customer Service (combined qualification)

To achieve a Level 2 Diploma in Customer Service, learners must complete a **minimum of 45 credits**:

1. **X credits** from **GROUP A MANDATORY UNITS**
2. A **minimum of 3 credits** from **GROUP B OPTIONAL UNITS**
3. A **minimum of X credits** from **GROUP C OPTIONAL UNITS**
4. A **maximum of X credits** from **GROUP D OPTIONAL UNITS**.

A **minimum of 35 credits** must be achieved through the completion of Level 2 units

GROUP A MANDATORY UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 7	Deliver customer service	2	5	25	
CS 8	Understanding customers	2	2	17	
CS 9	Principles of customer service	2	4	34	
B&A 38	Principles of business	2	TBC	TBC	
M&L 1	Manage personal performance and development	2	4	18	
Total			TBC	TBC	

GROUP B OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 5	Communicate verbally with customers	2	3	14	
CS 6	Communicate with customers in writing	2	3	20	
Total			6	34	

GROUP C OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 10	Deal with incoming telephone calls from customers	2	3	16	
CS 11	Make telephone calls to customers	2	3	16	
CS 12	Promote additional products	2	2	14	

	and/or services to customers				
CS 13	Process information about customers	2	3	14	
CS 14	Exceed customer service expectations	2	3	15	
CS 15	Deliver customer service whilst working on customer's premises	2	4	20	
CS 16	Carry out customer service handover	2	3	15	
CS 17	Resolve customer service problems	2	3	16	
CS 18	Deliver customer service to challenging customers	2	3	16	
CS 19	Develop customer relationships	2	3	18	
CS 20	Support customer service improvements	2	3	12	
CS 21	Support customers through real time on-line customer service	2	3	15	
CS 22	Support customers using self-service equipment	2	3	18	
CS 23	Use a social media platform to deliver customer service	2	3	18	
CS 24	Provide post transaction customer service	2	3	17	
CS 31	Resolve customer complaints	3	4	22	
CS 32	Gather, analyse and interpret customer feedback	3	5	24	
K/503/0421	Deal with incidents through a contact centre	2	7	40	
L/503/0394	Carry out direct sales activities in a contact centre	2	5	15	
F/503/0361	Use specific features of contact centre systems and technology	1	3	12	
Total			69	353	

GROUP D OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
T/505/4673	Health and safety procedures in the workplace	2	2	16	
B&A 20	Provide reception services	2	3	15	
B&A 35	Buddy a colleague to develop their skills	2	4	19	
M&L 2	Develop working relationships with colleagues	2	3	19	
M/502/8587	Processing sales orders	2	2	17	
R/502/8601	Meeting customers' after sales needs	2	3	14	
M/502/8606	Handling objections and closing sales	2	3	22	
B&A 42	Negotiate in a business environment	3	5	18	
Total			25	140	

Level 3 Diploma in Customer Service (combined qualification)

To achieve a Level 3 Diploma in Customer Service, learners must complete a **minimum of 55 credits**:

1. **X credits** from **GROUP A MANDATORY UNITS**;
2. A **minimum of X credits** from **GROUP B OPTIONAL UNITS**
3. A **minimum of X credits** from **GROUP C OPTIONAL UNITS**

A **minimum of 40 credits** must be achieved through the completion of Level 3 units

GROUP A MANDATORY UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 26	Principles of customer service	3	5	40	
CS 27	Understanding customers and customer retention	3	4	35	
CS 30	Solve customers' problems	3	4	19	
B&A 38	Principles of business	3	TBC	TBC	
M&L9	Manage personal and professional development	3	3	12	
Total			TBC	TBC	

GROUP B OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
CS 5	Communicate verbally with customers	2	3	14	
CS 6	Communicate with customers in writing	2	3	20	
CS12	Promote additional services or products to customers	2	2	14	
CS 14	Exceed customer service expectations	2	3	15	
CS 15	Deliver customer service whilst working on customer's premises	2	4	20	
CS 18	Deliver customer service to challenging customers	2	3	16	
CS 19	Develop customer relationships	2	3	18	
CS 20	Support customer service improvements	2	3	12	

CS 21	Support customers through real time on-line customer service	2	3	15	
CS 22	Support customers using self-service equipment	2	3	18	
CS 23	Use social media to deliver customer service	2	3	18	
CS 24	Provide post transaction customer service	2	3	17	
CS 25	Organise the delivery of customer service	3	5	27	
CS 28	Develop resources to support consistency of customer service delivery	3	5	21	
CS 29	Use service partnerships to deliver customer service	3	3	20	
CS 31	Resolve customers' complaints	3	4	22	
CS 32	Gather, analyse and interpret customer feedback	3	5	24	
CS 33	Monitor the quality of customer service interactions	3	5	27	
CS 35	Champion customer service	4	4	17	
CS 38	Build and maintain effective customer relations	4	6	25	
CS 40	Manage a customer service award programme	4	4	15	
CS 41	Manage the use of technology to improve customer service	4	5	14	
CS 42	Develop customer service through social media	4	5	16	
K/503/0418	Manage incidents referred to a contact centre	3	6	30	
D/503/0397	Lead direct sales activities in a contact centre team	3	4	8	
Total			97	463	

GROUP C OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
B&A 20	Provide reception services	2	3	15	
B&A 35	Buddy a colleague to develop	2	4	19	

	their skills				
B&A 42	Negotiate in a business environment	3	5	18	
M&L 10	Promote equality, diversity and inclusion	3	3	15	
M&L 11	Manage team performance	3	4	21	
M&L 12	Manage individuals' performance	3	4	20	
M&L 23	Collaborate with other departments	3	3	14	
F/502/8612	Negotiating, handling objections and closing sales	3	4	22	
R/502/8615	Obtaining and analysing sales related information	3	4	24	
K/502/8622	Buyer behaviours in sales situations	3	3	27	
M/502/8587	Processing sales orders	2	2	17	
R/502/8601	Meeting customers' after sales needs	2	3	14	
Total			42	226	

Level 4 Diploma in Customer Service (competence qualification)

To achieve a Level 4 Diploma in Customer Service, you must complete a **minimum of 50 credits**:

1. **15** must be completed from **GROUP A MANDATORY UNITS**
2. A **minimum of 20 credits** from **GROUP B OPTIONAL UNITS**
3. A **maximum of 15 credits** from **GROUP C OPTIONAL UNITS**.

A **minimum of 38 credits** must be achieved through the completion of Level 4 units

GROUP A MANDATORY UNITS

Unit Ref	Title	Level	Credit	GLH	Comments
CS 34	Manage customer service	4	7	23	
CS 35	Champion customer service	4	4	17	
CS 36	Review the quality of customer service	4	4	20	
Total			15	60	

GROUP B OPTIONAL UNITS

Unit Ref	Title	Level	Credit	GLH	Comments
CS 28	Develop resources to support consistency in customer service delivery	3	5	21	
CS 29	Use service partnerships to deliver customer service	3	3	20	
CS 30	Solve customers' problems	3	4	19	
CS 32	Gather, analyse and interpret customer feedback	3	5	24	
CS 33	Monitor the quality of customer service interactions	3	5	27	
K/503/0418	Manage incidents referred to a contact centre	3	6	30	
CS 38	Build and maintain effective customer relations	4	6	25	
CS 39	Develop a customer service strategy	4	6	25	

CS 40	Manage a customer service award programme	4	4	15	
CS 41	Manage the use of technology to improve customer service	4	4	14	
CS 42	Develop a social media strategy for customer service	4	5	16	
CS 43	Develop customer service through social media	4	5	16	
H/503/0417	Manage incident management systems in a contact centre	4	6	12	
Y/503/0401	Manage direct sales operations in a contact centre	5	7	30	
Total			71	294	

GROUP C OPTIONAL UNITS					
Unit Ref	Title	Level	Credit	GLH	Comments
M&L 46	Design business process	5	5	23	
M&L29	Encourage learning and development	4	3	16	
M&L41	Manage a project	4	7	38	
M&L9	Manage personal and professional development	3	3	12	
M&L10	Promote equality, diversity and inclusion	3	3	15	
M&L 21	Implement change	3	5	28	
M&L 11	Manage team performance	3	4	21	
M&L 12	Manage individuals' performance	3	4	20	
M&L X	Manage business risk	4	6	27	
M&L17	Encourage innovation	3	4	14	
B&A 65	Support environmental sustainability in a business environment	4	4	38	
D/504/4056	Manage health and safety in own area of responsibility	4	5	15	

F/502/8612	Negotiating, handling objections and closing sales	3	4	22	
R/502/8615	Obtaining and analysing sales related information	3	4	24	
K/502/8622	Buyer behaviour in sales situations	3	3	27	
Total			64	340	

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