



## **NVQ UNITS OF COMPETENCE**

### **OCR LEVEL 3 NVQ IN CUSTOMER SERVICE**

To achieve a full award, candidates must complete five mandatory units plus one optional unit, making a total of six units.

#### **Mandatory units**

##### **1 Organise, deliver and maintain reliable customer service**

- 1.1 Plan and organise the delivery of reliable customer service
- 1.2 Review and maintain customer service delivery
- 1.3 Use recording systems to maintain reliable customer service

##### **2 Improve the customer relationship**

- 2.1 Improve communications with your customers
- 2.2 Balance the needs of your customer and your organisation
- 2.3 Exceed customer expectations to develop the relationship

##### **3 Work with others to improve customer service**

- 3.1 Work with others to follow plans for improving customer service
- 3.2 Monitor your own performance against plans to improve customer service
- 3.3 Monitor joint performance against plans to improve customer service

##### **4 Monitor and solve customer service problems**

- 4.1 Solve immediate customer service problems
- 4.2 Identify repeated customer service problems and options for solving them
- 4.3 Take action to avoid the repetition of customer service problems

##### **5 Promote continuous improvement**

- 5.1 Plan improvements in customer service based on customer feedback
- 5.2 Implement changes in customer service
- 5.3 Review changes that promote continuous improvement

## **Optional Units**

### **6 Develop your own and others' customer service skills**

- 6.1 Develop your own customer service skills
- 6.2 Plan the coaching of others in customer service
- 6.3 Coach others in customer service

### **7 Organise and promote products or services to customers**

- 7.1 Offer additional products or services
- 7.2 Organise customer support to promote use of additional products or services
- 7.3 Monitor the promotion of additional products or services

### **8 Lead the work of teams and individuals to improve customer service**

- 8.1 Plan and organise the work of teams and individuals
- 8.2 Provide support for team members and individuals
- 8.3 Review performance of team members and individuals