

Modern Apprenticeship in Customer Service Level 3

This programme is aimed at candidates who will be delivering and managing service and will be accountable in the area of practice. Candidates could be working without direct supervision or as part of a team as a more senior member within a commercial customer service environment. It is suitable for candidates who:

- Can influence what happens at work
- Uses the organisation's rules and systems flexibly to deliver good service
- Question the way things are done and suggest improvements
- Have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- Are aware of the commercial or other pressures facing the organisation/business

On completion of this apprenticeship you will achieve the following:

- Modern Apprenticeship in Customer Service
- OCR Level 3 NVQ Diploma in Customer Service
- OCR Level 3 Certificate in Customer Service Knowledge
- Essential Skills Wales - Application of Number Level 2 and Communication Level 2

Competence component OCR Level 3 NVQ Diploma in Customer Service

To achieve a Level 3 NVQ Diploma in Customer Service, you will complete a **minimum of 8 units** where at least one is required from each theme of Optional units:

course details

Mandatory Units

- F3 Demonstrate understanding of customer service
- F4 Demonstrate understanding of the rules that impact on improvements in customer service

Optional Units

Theme: Impression and Image

- A3 Communicate effectively with customers
- A4 Give customers a positive impression of yourself and your organisation
- A5 Promote additional services or products to customers
- A6 Process information about customers
- A7 Live up to the customer service promise
- A8 Make customer service personal
- A9 Go the extra mile in customer service
- A10 Deal with customers face to face
- A11 Deal with incoming telephone calls from customers
- A12 Make telephone calls to customers
- A13 Deal with customers in writing or electronically

- A14 Use customer service as a competitive tool
- A15 Organise the promotion of additional services or products to customers
- A16 Build a customer service knowledge set
- A17 Champion customer service
- A18 Make customer service environmentally friendly and sustainable

Theme: Delivery

- B2 Deliver reliable customer service
- B3 Deliver customer service on your customer's premises
- B4 Recognise diversity when delivering customer service
- B5 Deal with customers across a language divide
- B6 Use questioning techniques when delivering customer service
- B7 Deal with customers using bespoke software
- B8 Maintain customer service through effective hand over
- B9 Deliver customer service using service partnerships
- B10 Organise the delivery of reliable

customer service

- B11 Improve the customer relationship
- B12 Maintain and develop a healthy and safe customer service environment
- B13 Plan, organise and control customer service operations
- B14 Review the quality of customer service
- B15 Build and maintain effective customer relations
- B16 Deliver seamless customer service with a team

Theme: Handling Problems

- C3 Resolve customer service problems
- C4 Deliver customer service to difficult customers
- C5 Monitor and solve customer service problems
- C6 Apply risk assessment to customer service
- C7 Process customer service complaints
- C8 Handle referred customer complaints

Theme: Development and Improvement

- D1 Develop customer relationships
- D2 Support customer service improvements
- D3 Develop personal performance through delivering customer service
- D4 Support customers using on-line customer services
- D5 Buddy a colleague to develop their customer

service skills

- D6 Develop your own customer service skills through selfstudy
- D7 Support customers using self-service technology
- D8 Work with others to improve customer service
- D9 Promote continuous improvement
- D10 Develop your own and others' customer service skills
- D11 Lead a team to improve customer service
- D12 Gather, analyse and interpret customer feedback
- D13 Monitor the quality of customer service transactions
- D14 Implement quality improvements to customer service
- D15 Plan and organise the development of customer service staff
- D16 Develop a customer service strategy for a part of an organisation
- D17 Manage a customer service award programme
- D18 Apply technology or other resources to improve customer service
- D19 Review and re-engineer customer service processes
- D20 Manage customer service performance

Knowledge component OCR Level 3 Certificate in Customer Service Knowledge

This component consists of 3 units which will be integrated with the Competence component and delivered within the workplace by your Assessor.

To achieve a Level 3 Certificate in Customer Service Knowledge, you must complete the 3 mandatory units:

course units

Mandatory Units

- A3 Communicate effectively with customers
- F3 Demonstrate understanding of customer service
- F4 Demonstrate understanding of the rules that impact on improvements in customer service

Delivery

An Assessor will visit the candidate at their workplace, at least once a month for a minimum of one hour. Targets will be agreed for you to complete between each assessment visit.

Essential Skills Wales

There are two areas which you will complete through a combination of work-based assessments and assignments:

- Application of Number Level 2
- Communication Level 2

Recommended Time on Framework:

The recommended time to complete the Modern Apprenticeship framework is 18 to 24 months.