

## NOCN Level 3 Diploma in Customer Service - 601/4419/1

**Rules of Combination:** The learner must achieve a minimum of 55 credits. 31 credits from Mandatory Group A and a minimum of 15 credits from Optional Group B. A maximum of 9 credits can be achieved from Optional Group C. A minimum of 40 credits must be achieved at Level 3 and above.

### Mandatory Group

Ofqual Unit Code	Unit Title	Mandatory or Optional	Credit Value	Level	NOCN ID	Sector
T/506/2952	<a href="#">Manage personal and professional development</a>	Mandatory	3	L3	CAR515	15.4
L/506/2150	<a href="#">Organise and deliver customer service</a>	Mandatory	5	L3	CAR510	15.4
D/506/1942	<a href="#">Principles of business</a>	Mandatory	10	L3	CAR514	15.4
K/506/2169	<a href="#">Resolve customers' problems</a>	Mandatory	4	L3	CAR513	15.4
J/506/2910	<a href="#">Understand customers and customer retention</a>	Mandatory	4	L3	CAR512	15.4
Y/506/2152	<a href="#">Understand the customer service environment</a>	Mandatory	5	L3	CAR511	15.4

### Optional Group B

Y/506/2166	<a href="#">Develop resources to support consistency of customer service delivery</a>	Optional	5	L3	CAR516	15.4
D/506/2167	<a href="#">Use service partnerships to deliver customer service</a>	Optional	3	L3	CAR517	15.4
R/506/2151	<a href="#">Resolve customers' complaints</a>	Optional	4	L3	CAR479	15.4
D/506/2170	<a href="#">Gather, analyse and interpret customer feedback</a>	Optional	5	L3	CAR480	15.4
K/506/2172	<a href="#">Monitor the quality of customer service interactions</a>	Optional	5	L3	CAR518	15.4
D/506/2119	<a href="#">Communicate verbally with customers</a>	Optional	3	L2	CAR466	15.4
T/506/2126	<a href="#">Communicate with customers in writing</a>	Optional	3	L2	CAR451	15.2
L/506/2133	<a href="#">Promote additional products and/or services to customers</a>	Optional	2	L2	CAR467	15.4
Y/506/2135	<a href="#">Exceed customer expectations</a>	Optional	3	L2	CAR468	15.4
T/506/2143	<a href="#">Deliver customer service whilst working on customers' premises</a>	Optional	4	L2	CAR469	15.4
F/506/2159	<a href="#">Deliver customer service to challenging customers</a>	Optional	3	L2	CAR472	15.4
Y/506/2149	<a href="#">Develop customer relationships</a>	Optional	3	L2	CAR473	15.4

T/506/2160	<a href="#">Support customer service improvements</a>	Optional	3	L2	CAR474	15.4
A/506/2161	<a href="#">Support customers through real-time online customer service</a>	Optional	3	L2	CAR475	15.4
J/506/2163	<a href="#">Use social media to deliver customer service</a>	Optional	3	L2	CAR477	15.4
D/506/2153	<a href="#">Champion customer service</a>	Optional	4	L4	CAR519	15.4
R/506/2179	<a href="#">Build and maintain effective customer relations</a>	Optional	6	L4	CAR520	15.4
L/506/2181	<a href="#">Manage a customer service award programme</a>	Optional	4	L4	CAR521	15.4
Y/506/2183	<a href="#">Manage the use of technology to improve customer service</a>	Optional	4	L4	CAR522	15.4
D/506/2962	<a href="#">Develop a social media strategy for customer service</a>	Optional	5	L4	CAR523	15.4
H/506/2977	<a href="#">Support customers using self-service equipment</a>	Optional	3	L2	CAR476	15.4
K/506/2978	<a href="#">Provide post-transaction customer service</a>	Optional	5	L2	CAR478	15.4

### Optional Group C

H/506/1912	<a href="#">Negotiate in a business environment</a>	Optional	4	L3	CAR491	15.4
T/506/1820	<a href="#">Promote equality, diversity and inclusion in the workplace</a>	Optional	3	L3	CAR497	15.4
A/506/1821	<a href="#">Manage team performance</a>	Optional	4	L3	CAR498	15.4
J/506/1921	<a href="#">Manage individuals' performance</a>	Optional	4	L3	CAR499	15.4
M/506/1931	<a href="#">Collaborate with other departments</a>	Optional	3	L3	CAR504	15.4
F/502/8612	<a href="#">Negotiating, handling objections and closing sales</a>	Optional	4	L3	CAR524	15.4
R/502/8615	<a href="#">Obtaining and analysing sales-related information</a>	Optional	4	L3	CAR525	15.4
K/502/8622	<a href="#">Buyer behaviour in sales situations</a>	Optional	3	L3	CAR526	15.4
K/503/0418	<a href="#">Manage incidents referred to a contact centre</a>	Optional	6	L3	CAR527	15.4
D/503/0397	<a href="#">Lead direct sales activities in a contact centre team</a>	Optional	4	L3	CAR528	15.4
L/506/1807	<a href="#">Manage diary systems</a>	Optional	2	L2	CAR481	15.4
L/506/1869	<a href="#">Contribute to the organisation of an event</a>	Optional	3	L2	CAR483	15.4
H/506/1814	<a href="#">Provide reception services</a>	Optional	3	L2	CAR482	15.4
M/506/1895	<a href="#">Buddy a colleague to develop their skills</a>	Optional	3	L2	CAR484	15.4
L/506/1905	<a href="#">Employee rights and responsibilities</a>	Optional	2	L2	CAR485	15.4
M/502/8587	<a href="#">Processing sales orders</a>	Optional	2	L2	CAR459	15.4
J/502/4397	<a href="#">Bespoke Software</a>	Optional	4	L3	CAI958	6.2