

601/4419/1

NOCN Level 3 Diploma in Customer Service

OVERVIEW

What is the primary purpose of the qualification?

The primary purpose of this qualification is to confirm that you are occupationally competent in your job, which will involve dealing with customers within any industry context.

The qualification has been designed to develop your customer service skills and knowledge to allow you to work effectively in your job role.

Who is this qualification for?

This qualification is suitable if you are looking to gain employment within a customer service role, are already working in a customer service role and want to achieve a qualification in recognition of your existing knowledge and skills, or to develop a broader range of skills in delivering customer service.

In order to complete the qualification, you will need to demonstrate competence in practical skills, and therefore you will need to be in employment, on a work placement or an apprenticeship.

What prior qualifications/levels of attainment does a learner need to take this qualification?

There are no entry requirements for the qualification but you will be expected to produce written coursework and should have good communication skills, both oral and written. If taken as part of an Apprenticeship, you may need to complete Functional Skills in mathematics, English and Information and Communication technology. In addition, centres may have their own entry requirements.

What is the content of the qualification?

As this qualification sits on the Regulated Qualification Framework (RQF), it is split into units which are each on a different topic. Some of these units are mandatory and must be taken, whereas others are optional and you will be able to select those that are most appropriate to you whilst keeping to the qualification structure rules.

The **NOCN Level 3 Diploma in Customer Service** is a 55 credit qualification and has **289** guided learning hours with a Total Qualification Time (TQT) of **550** hours.

You will need to achieve a minimum of **55 credits**. **31 credits** will be achieved from the mandatory units and the remaining credits will be chosen from a wider range of more specialised and sector contextualised units that align to the duties of your role.

The mandatory units for the qualification are:

- Organise and deliver customer service
- Understand the customer service environment
- Resolve customers' problems
- Principles of business
- Manage personal and professional development
- Understand customers and customer retention

The optional units within this qualification include:

- Improving the customer experience
- Analysing and reporting on customer feedback
- Resolve customers' complaints
- Manage the use of technology to improve customer service

The qualification will be achieved using a variety of methods including: Coursework, Practical Demonstration/Assignment and Portfolio of Evidence collected from your workplace. Most of the learning will take place in the workplace with the support of a subject specialist provided by your centre.

WHAT COULD THIS QUALIFICATION LEAD TO?

Will the qualification lead to employment?

This qualification will give you the skills and knowledge required to enter the employment market in a supervisory customer service role.

Typical roles relevant to this qualification include:

- Account Manager
- Customer Service Team Leader or Manager
- Events Co-ordinator

For the achievement of the qualification you will undertake 100% vocational learning in customer service.

Will the qualification support progression to further learning?

This qualification forms part of the Customer Service Advanced Apprenticeship. However, it is not expected that you will be enrolled on the full apprenticeship as this qualification has value if taken on a standalone basis. Individuals already working in a customer service role may want to take this

qualification outside the Apprenticeship to support further development within their role or to achieve a qualification in recognition of their skills and abilities.

Achievement of the qualification outside of the Apprenticeship will support progression onto higher level qualifications or more focused qualifications within specific sectors at the same level or higher, for example Digital Marketing, Social Media, Finance, Marketing.

Why choose this qualification over similar qualifications?

Customer Service qualifications are available at levels 1, 2 and 3.

This qualification is suitable for you if you work in a higher responsibility position in a customer service role. This qualification has been designed to develop your knowledge and your skills in customer service, and you will typically be a line manager or supervisor, or be in a position that requires you to regularly solve problems and make decisions.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by a range of employers including:

This qualification is supported by employers including:

- Alpha Hospital
- Credit Services Association
- Parkway Business Centre (The Quadrant)
- Riverside Training
- In2Assessment

FURTHER INFORMATION

If further information is required, please contact the NOCN Business Development Team:

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