



# Learner overview

**NCFE Level 3 Diploma in Skills for Business  
(Customer Service)**

**QN: 603/2491/0**

## Learner overview

### NCFE Level 3 Diploma in Skills for Business: Customer Service (603/2491/0)

#### Qualification content, structure and outcomes

This qualification will provide you with transferable skills, knowledge and understanding that can be applied in any business setting.

The objectives of this qualification are to develop:

- an understanding of the essential skills required to work successfully in a business environment
- the skills required to solve problems in a business environment
- an understanding of business culture and responsibilities
- the ability to successfully communicate and work with others in a business environment
- the skills required to manage and improve their own performance in a business environment
- essential knowledge of the principles and practices of providing effective customer service, including customer retention, resolving customer complaints and problems
- an understanding of how customer service delivery affects customer expectations.

To be awarded the NCFE Level 3 Diploma in Skills for Business: Customer Service, you are required to successfully complete 6 **graded** optional units from Group A and 5 mandatory units from Group B.

Group A units are aligned to National Occupational Standards for business and represent the core attributes employers look for when hiring staff. Group B units provide you with the underpinning knowledge that is required to work in a range of different environments within a customer service role.

#### Group A optional units

Unit No	Unit title
Unit 01	Business culture and responsibilities
Unit 02	Deliver customer service in a business environment
Unit 03	Produce documents in a business environment
Unit 04	Solve problems in a business environment
Unit 05	Work with others in a business environment
Unit 06	Communicate in a business environment
Unit 07	Contribute to running a project
Unit 08	Innovation in a business environment
Unit 09	Manage and improve own performance in a business environment
Unit 10	Respond to change in a business environment

## Group B mandatory units

Unit No	Unit title
Unit 11	Understand the customer service environment
Unit 12	Understand customers and customer retention
Unit 13	Understand how to monitor customer service interactions and feedback
Unit 14	Understand how to resolve customers' problems and complaints
Unit 15	Understand how to use social media tools and channels

## Similar qualifications

NCFE also offers other qualifications in Skills for Business within other specialist areas:

- IT
- Finance
- Enterprise
- Retail
- Sales and Marketing
- Human resources.

For more information please see the NCFE website [www.ncfe.org.uk](http://www.ncfe.org.uk).

## Other ways you could achieve the same outcome

There are other Level 3 qualifications in Skills for Business available through other Awarding Organisations. Please check the Register of Regulated Qualifications [register.ofqual.gov.uk](http://register.ofqual.gov.uk).

## How this qualification supports the identified outcome

This qualification allows you to develop in-depth knowledge and understanding of customer service in a business environment. Achievement of this qualification will help to support progression into a variety of job roles and occupational areas.

## UCAS points

This qualification will be nominated for UCAS points, however these will be allocated in May 2019, pending a successful submission.