

Qualification factsheet

Qualification overview

Qualification title	NCFE Level 3 Diploma in Skills for Business: Customer Service		
Qualification number (QN)	603/2491/0		
Total qualification time (TQT):	860	Guided learning hours (GL)	520
Entry requirements:	This qualification is designed for learners aged 16+. There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 2 qualification.		

About this qualification

This qualification provides transferable skills, knowledge and understanding that can be applied in any business setting. The units in Group A are aligned to National Occupational Standards for business and represent the core attributes required by employers in a range of business settings. Units in Group B provide learners with the underpinning knowledge that is required by employers to work in a range of different environments within a customer service role.

The objectives of this qualification are for learners 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 understand how customer service delivery affects customer expectations

Qualification structure

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

Group A Optional units

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 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

Assessment

The NCFE Level 3 Diploma in Skills for Business: Customer Service is internally assessed and externally quality assured.

Progression opportunities

Learners who achieve this qualification could progress to:

- NCFE Levels 3 and 4 Diplomas in Business Administration
- NCFE Levels 3 and 4 Diplomas in Customer Service
- NCFE Levels 3 and 4 Diplomas in Management
- Foundation degree in a business-related discipline
- NCFE Level 3 Diploma in Customer Service
- NCFE Level 4 NVQ Diploma in Customer Service



Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000*

Fax: 0191 239 8001

Email: customersupport@ncfe.org.uk

Website: www.ncfe.org.uk

NCFE © Copyright 2021 All rights reserved worldwide.

Version 1.0 August 2021

Information in this Qualification Factsheet is correct at the time of publishing but may be subject to change.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

CACHE; Council for Awards in Care, Health and Education; and NNEB are registered trademarks owned by NCFE.

All the material in this publication is protected by copyright.

**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***