

Pearson Edexcel Level 4 NVQ Diploma in Customer Service 601/3479/3

What is the purpose of this qualification?

The Pearson Edexcel Level 4 NVQ Diploma in Customer Service has been designed for learners' to demonstrate a practiced and complex set of skills including leading and managing a range of defined customer service operations. Achievement of the qualification confirms occupational competence for the potential job roles listed below at this level.

What does this qualification cover?

This qualification is based on the National Occupational Standards for the Customer Service Sector as defined by Skills CFA, the Sector Skills Body.

Learners will complete mandatory units in managing customer service operations, champion customer service and managing personal and professional development. Learners will then choose from a range of more specialised customer service and sector contextualised units that align to the duties of their role including review the quality of customer service, use service partnerships to deliver customer service, develop customer service through social media, gather, analyse and interpret customer feedback, manage business risk, manage team performance, manage incident management systems in a contact centre and encourage learning and development.

Who could take this qualification?

This qualification is for all learners aged 18+ and 19+ who are capable of reaching the required standards. Learners do not need any prior qualifications, knowledge or experience before starting the qualification however it is likely that they will be seeking work within the customer service sector, or they may already be employed in a cross-sector role or function that involves responsibility for leading and managing a range of defined service related activities within an area of responsibility.

What could this qualification lead to?

Learners are likely to progress directly into employment or could choose to progress to a Level 4 and/or Level 5 qualification in management and leadership which are designed to support learners' in the development of core middle management skills including providing leadership, managing change, risk management and designing and establishing business processes.

Qualifications include:

- Pearson BTEC Level 4 Diploma in Management and Leadership (QCF)
- Pearson Edexcel Level 4 NVQ Diploma in Management (QCF)
- Pearson BTEC Level 5 Diploma in Management and Leadership (QCF)
- Pearson Edexcel Level 5 NVQ Diploma in Management and Leadership (QCF)

Potential job roles for those working towards this qualification are:

Service Delivery Manager

Customer Operations Manager

Stakeholder Relations Manager

Client Services Manager

Communications Manager

Senior Manager

Who supports this qualification?

This qualification is supported by the Sector Skills Body for Customer Service, Skills CFA, and is highly valued by a variety of employers in the Service Delivery Sector including those within the public sector.