

Customer Service Mapping Level 3

Current Qualification Title:

**Pearson BTEC Level 3 Diploma in Customer Service (QCF)
(601/3478/1)**

Predecessor Qualification Title:

Pearson Edexcel Level 3 NVQ Diploma in Customer Service (QCF)

Unit Number	Unit Title	Organise the delivery of reliable customer service	Deliver customer service using service partnerships	Process customer service complaints	Gather, analyse and interpret customer feedback	Monitor the quality of customer service transactions	Go the extra mile in customer service
		(Y/601/1230)	(H/601/1229)	(D/601/1522)	(H/601/1571)	(T/601/1574)	(M/601/1220)
1	Organise and deliver customer service (L/506/2150)	1.1, 1.4					
8	Use service partnerships to deliver customer service (D/506/2167)		3.1				
9	Resolve customers' complaints (R/506/2151)			1.2, 1.7			
10	Gather, analyse and interpret customer feedback (D/506/2170)				1.3, 1.7		
11	Monitor the quality of customer service interactions (K/506/2172)					1.2, 2.1	
15	Exceed Customer Expectations (Y/506/2135)						1.1, 2.2

Unit Number	Unit Title	Deliver customer service on your customer's premises	Deliver customer service to difficult customers	Support customers using on-line customer services	Apply technology or other resources to improve customer service	Support customers using self-service technology
		(Y/601/1213)	(T/601/1512)	(H/601/1540)	(Y/601/1597)	(Y/601/1549)
16	Deliver customer service whilst working on customers' premises (T/506/2143)	2.1, 2.4				
17	Deliver customer service to challenging customers (F/506/2159)		1.4			
18	Develop customer relationships (Y/506/2149)		2.2			
20	Support customers through real-time online customer service (A/506/2161)			1.1, 3.1		
25	Manage the Use of Technology to Improve Customer Service (Y/506/2183)				3.2	
26	Support customers using self-service equipment (H/506/2977)					2.1

No valid and / or sufficient recognition of prior achievement (RPA) opportunities have been identified from the previous Customer Service qualification for the below units and as such, they will need to be fully assessed in accordance with the assessment guidance provided in the specification:

No coverage

2	Understand the Customer Service Environment (Y/506/2152)	19	Support customer service improvements (T/506/2160)	30	Promote equality, diversity and inclusion in the workplace (T/506/1820)	38	Lead direct sales activities in a contact centre team (D/503/0397)
3	Resolve Customers' Problems (K/506/2169)	21	Use social media to deliver customer service (J/506/2163)	31	Manage team Performance (A/506/1821)	39	Manage diary systems (L/506/1807)
4	Principles of Business (D/506/1942)	22	Champion customer service (D/506/2153)	32	Manage individuals' performance (J/506/1921)	40	Contribute to the organisation of an event (L/506/1869)
5	Understand Customers and Customer Retention (J/506/2910)	23	Build And Maintain Effective Customer Relations (R/506/2179)	33	Collaborate with other departments (M/506/1931)	41	Provide reception services (H/506/1814)
6	Managing personal and professional development (T/506/2952)	24	Manage a customer Service award programme (L/506/2181)	34	Negotiating, handling objections and closing sales (F502/8612)	42	Buddy a colleague to develop their skills (M/506/1895)
7	Develop resources to support consistency of customer service delivery (Y/506/2166)	27	Provide post-transaction customer service (K/506/2978)	35	Obtaining and analysing sales-related information (R/502/8615)	43	Employee rights and responsibilities (L/506/1905)
12	Communicate Verbally with Customers (D/506/2119)	28	Develop a Social Media Strategy for Customer Service (D/506/2962)	36	Buyer behaviour in sales situations (K/502/8622)	44	Processing sales orders (M/502/8587)
13	Communicate with customers in writing (T/506/2126)	29	Negotiate in a business environment (H/506/1912)	37	Manage incidents referred to a contact centre (K/503/0418)	45	Bespoke software (J/502/4397)
14	Promote additional products and/or services to customers (L/506/2133)						