

Level 3 Diploma in Customer Service.

To achieve the Level 3 Apprenticeship in Customer Service, learners must achieve a **minimum of fifty-five credits**.

1. Twelve credits must be completed from **Group A: Mandatory Units**.
2. A further **thirty** credits from **Groups B to E : Optional units**.
Completing a minimum of one unit from each group.
3. And **thirteen** from the Level 3 Certificate in Customer Service.
4. Together with Key or Functional Skills in English & Maths at Level 2.

All units are assessed by portfolio. (Ten credits must be achieved from Level 3 optional units).

Group A: Mandatory Units - Customer Service Foundations.

Unit Code	Unit Title	Level	Unit Credit
CU838	Demonstrate understanding of Customer Service.	3	6
CU839	Demonstrate understanding of the Rules that impact on improvements in Customer Service	3	6

Group B: Optional Units. - Impression & Image. (Examples of some typical units are shown below)

Unit Code	Unit Title	Level	Unit Credit
CU795	Communicate effectively with customers	2	5
CU796	Give customers a positive impression of yourself and your organisation	2	5
CU798	Process information about customers	2	5
CU801	Go the extra mile in customer service.	2	6
CU755	Use customer service as a competitive tool.	3	8
CU820	Build a customer service knowledge set.	3	7
CU840	Champion customer service.	4	10

Group C: Optional Units. - Delivery. (Examples)

Unit Code	Unit Title	Level	Unit Credit
CU806	Deliver reliable customer service.	2	5
CU808	Recognise diversity when delivering customer service.	2	5
CU823	Improve the customer relationship	3	7
CU845	Deliver seamless customer service with a team.	4	8

Group D: Optional Units. - Handling Problems. (Examples)

Unit Code	Unit Title	Level	Unit Credit
CU816	Deliver customer service to difficult customers.	2	6
CU756	Monitor and solve customer service problems.	3	6
CU817	Apply risk assessment to customer service.	3	10

Group E: Optional Units. - Development and Improvement. (Examples)

Unit Code	Unit Title	Level	Unit Credit
CU825	Develop customer relationships.	2	6
CU832	Work with others to improve customer service.	3	8
CU833	Promote continuous improvement.	3	7
CU852	Manage customer service performance.	4	7