



Pearson Edexcel Level 4 NVQ Diploma in Customer Service (QCF)

The learner will need to meet the requirements outlined in the table below before the qualification can be awarded.

Minimum number of credits that must be achieved	50
Minimum number of credits that must be achieved at level 4 or above	38
Number of mandatory credits that must be achieved: Group A	14
Minimum number of optional credits that must be achieved: Group B/C. A minimum of 20 credits must be achieved from Group B. The remaining 16 credits can come from Group B or C (a maximum of 16 credits can come from Group C).	36

Mandatory Group A: Learners must achieve 14 credits from this group.

Unit	Unit Reference Number	Mandatory Units	Level	Credit	Guided Learning Hours
1	M/506/2898	Manage Customer Service Operations	4	7	23
2	D/506/2153	Champion Customer Service	4	4	17
3	T/506/2952	Manage Personal and Professional Development	3	3	12

Optional Group B: Learners must achieve a minimum of 20 credits from this group

Unit	Unit Reference Number	Mandatory Units	Level	Credit	Guided Learning Hours
4	F/506/2176	Review the Quality of Customer Service	4	4	20
5	R/506/2179	Build and Maintain Effective Customer Relations	4	6	25
6	L/506/2181	Manage a Customer Service Award Programme	4	4	15
7	Y/506/2183	Manage the Use of Technology to Improve Customer Service	4	4	14





Optional Group B: (Continued)

Unit	Unit Reference Number	Mandatory Units	Level	Credit	Guided Learning Hours
8	Y/506/2166	Develop Resources to Support Consistency of Customer Service Delivery	3	5	21
9	D/506/2167	Use Service Partnerships to Deliver Customer Service	3	3	20
10	K/506/2169	Resolve Customers' Problems	3	4	19
11	R/506/2151	Resolve Customers' Complaints	3	4	22
12	D/506/2170	Gather, Analyse and Interpret Customer Feedback	3	5	24
13	K/506/2172	Monitor the Quality of Customer Service Interactions	3	5	27
14	R/506/2960	Develop a Customer Service Strategy	4	6	25
15	D/506/2962	Develop a Social Media Strategy for Customer Service	4	5	16
16	H/506/2963	Develop Customer Service Through Social Media	4	5	16





Optional Group C: A maximum of 16 credits may come from this group

Unit	Unit Reference Number	Mandatory Units	Level	Credit	Guided Learning Hours
17	M/506/1962	Encourage Learning and Development	4	3	16
18	T/506/1980	Initiate and Implement Operational Change	4	4	19
19	R/506/1999	Manage a Project	4	7	38
20	L/506/2004	Manage Business Risk	4	6	27
21	R/506/1954	Support Environmental Sustainability in a Business Environment	4	4	38
22	D/504/4056	Manage Health and Safety in Own Area of Responsibility	4	5	15
23	H/503/0417	Manage Incident Management Systems in a Contact Centre	4	6	12
24	T/506/1820	Promote Equality, Diversity and Inclusion in the Workplace	3	3	15
25	A/506/1821	Manage Team Performance	3	4	21
26	J/506/1921	Manage Individuals' Performance	3	4	20
27	F/502/8612	Negotiating, Handling Objections and Closing Sales	3	4	22
28	R/502/8615	Obtaining and Analysing Sales Related Information	3	4	24
29	K/502/8622	Buyer Behaviour in Sales Situations	3	3	27
30	K/503/0418	Manage Incidents Referred to a Contact Centre	3	6	30
31	D/506/2055	Design Business Processes	5	5	23
32	Y/503/0401	Manage Direct Sales Operations in a Contact Centre	5	7	30
33	J/502/4397	Bespoke Software	3	4	30
34	J/506/2292	Encourage Innovation	3	4	14

