



Summary of the:

**GQA Level 3 Diploma in Customer Service**

601/5637/6

**Who is this qualification for?**

The Level 3 Customer Service qualification is designed to provide learners with the skills, knowledge and competencies to operate effectively as a Customer Service worker within a wide variety of industry contexts.

This will provide opportunities for individuals to develop their skills in a service role such as dealing with routine and non-routine customer queries, effective customer communication skills using a variety of mediums, meeting customer needs, complaint resolution and also to develop the learners’ own personal and professional development. It is understood that not all job roles have the same requirements so in addition to the mandatory units the qualification structure will allow as wide an uptake as possible.

Unit No	Mandatory Units	Level	Credit
H/618/0196	Organise and deliver customer service	3	5
CS1			
L/618/0466	Understand the customer service environment	3	5
CS2			
R/618/0467	Resolve customers’ problems	3	4
CS3			
Y/618/0468	Principles of business	3	10
CS4			
D/618/0469	Manage personal and professional development	3	3
CS5			
R/618/0470	Understand customers and customer retention	3	4
CS6			
Optional Group 1			
Y/618/0471	Communicate verbally with customers	2	3
CS7			
D/618/0472	Communicate with customers in writing	2	3
CS8			
H/618/0473	Exceed customer expectations	2	3
CS9			
K/618/0474	Promote additional products and/or services to customers	2	2
CS10			

M/618/0475	Deliver customer service while working on customers' premises	2	4
CS11			
T/618/0476	Deliver customer service to challenging customers	2	3
CS12			
A/618/0477	Develop customer relationships	2	3
CS13			
F/618/0478	Support customer service improvements	2	3
CS14			
J/618/0479	Support customers through real-time online customer service	2	3
CS15			
A/618/0480	Use social media to deliver customer service	2	3
CS16			
Optional Group 2			
F/618/0481	Negotiate in a business environment	3	4
CS17			
M/618/0489	Promote equality, diversity and inclusion in the workplace	3	3
CS18			
H/618/0490	Manage individuals' performance	3	4
CS19			
K/618/0491	Manage diary systems	2	2
CS20			
M/618/0492	Contribute to the organisation of an event	2	3
CS21			
T/618/0493	Provide Reception services	2	3
CS22			
A/618/0494	Processing sales orders	2	2
CS23			

Achievement of the required credit indicated above will mean the qualification has been completed and GQA will provide the Certificate with the qualification title. Where a candidate has completed additional credits the Certificate will list these as "additional credits". In cases where the candidate has not completed the requirements of the full qualification and will not go on to do so, a Certificate of credit can be issued for the credits achieved.

#### Assessment Guidance

Evidence should show that candidates can complete all of the learning outcomes for each unit being taken.

#### Type and quantity of evidence:

Evidence of performance and knowledge is required. Evidence of performance should be demonstrated by activities and outcomes, and should be generated in the workplace in a way that shows that candidates can meet the requirements of the units in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time. Evidence of knowledge can be demonstrated through a range of methods including responses to oral and/or written questions, assignments, or professional discussions.

**Potential sources of evidence:**

The main source of evidence for each unit will be observation of the candidate's performance and knowledge demonstrated during the completion of the unit. This can be supplemented by the following types of physical or documentary evidence:

- Accident books/reporting systems
- Safety records
- Training records
- Audio evidence
- Log books
- Work schedules and records
- Witness testimonies
- Photo/video evidence
- Timesheets
- Work diaries

**Please Note that photocopied or downloaded documents such as manufacturers or industry guidance, H&S policies, Risk Assessments etc., are not normally acceptable evidence for GQA qualifications unless accompanied by a record of a professional discussion or assessor statement confirming candidate knowledge of the subject. If you are in any doubt about the validity of evidence, please contact your GQA EQA.**

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