

10379 - Level 2 Diploma in Customer Service - Mapping of old NVQ units to new units

This mapping document is intended to show where old units may map in part to new units. It is not intended to show full unit equivalences.

Unit no.	Unit Level	Ofqual Ref.	New unit title	Maps to old NVQ unit:
Mandatory Group A				
1	2	A/506/2130	Deliver customer service	Follow the rules to deliver customer service (L/601/1614) (L2) Make customer service personal (T/601/1218) (L2) Deliver reliable customer service (J/601/1210) (L2) Give customers a positive impression of yourself and your organisation (L/601/0933) (L2) Live up to the customer service promise (M/601/1217) (L2) Adapt your behaviour to give a good customer service impression (L/601/1211) (L1) Do your job in a customer friendly way (A/601/1205) (L1)
2	2	F/506/2131	Understand customers	
3	2	J/506/2132	Principles of customer service	
4	2	A/506/1964	Understand employer organisations	
5	2	L/506/1788	Manage personal performance and development	Manage own performance in a business environment (F/601/2467) (L2) Manage personal development (F/600/9469) (L2) Improve own performance in a business environment (L/601/2469) (L2) Manage own performance in a business environment (L/601/2519) (L3) Develop personal performance through delivering customer service (R/601/1534) (L2)

Optional Group B				
6	2	D/506/2119	Communicate verbally with customers	Communicate effectively with customers (R/601/1212) (L2) Deal with customers face to face (T/601/1221) (L2) Use questioning techniques when delivering customer service (A/601/1222) (L2)
7	2	T/506/2126	Communicate with customers in writing	Deal with customers in writing or electronically (R/601/1226) (L3)
Optional Group C				
8	2	H/506/2154	Deal with incoming telephone calls from customers	Deal with incoming telephone calls from customers (F/601/1223) (L2)
9	2	K/506/2155	Make telephone calls to customers	Make telephone calls to customers (J/601/1224) (L2)
10	2	L/506/2133	Promote additional products and/or services to customers	Promote additional services or products to customers (D/601/0936) (L2) Organise the promotion of additional services or products to customers (D/601/1231) (L3)
11	2	R/506/2134	Process information about customers	Process information about customers (H/601/1215) (L2)
12	2	Y/506/2135	Exceed customer expectations	Go the extra mile in customer service (M/601/1220) (L2)
13	2	T/506/2143	Deliver customer service whilst working on customer's premises	Deliver customer service on your customer's premises (Y/601/1213) (L2)
14	2	T/506/2157	Carry out customer service handovers	Maintain customer service through effective handover (Y/601/1227) (L2)
15	2	A/506/2158	Resolve customer service problems	Resolve customer service problems (M/601/1511) (L2)
16	2	F/506/2159	Deliver customer service to challenging customers	Deliver customer service to difficult customers (T/601/1512) (L2)
17	2	Y/506/2149	Develop customer relationships	Develop customer relationships (T/601/1526) (L2) Improve the customer relationship (H/601/1232) (L3)
18	2	T/506/2160	Support customer service improvements	Support customer service improvements (A/601/1530) (L2) Work with others to improve customer service (D/601/1553) (L3)
19	2	A/506/2161	Support customers through real-time online customer service	Support customers using on-line customer services (H/601/1540) (L2)

20	2	H/506/2977	Support customers using self-service equipment	Support customers using self-service technology (Y/601/1549) (L2)
21	2	J/506/2163	Use social media to deliver customer service	
22	2	K/506/2978	Provide post-transaction customer service	
23	3	R/506/2151	Resolve customers' complaints	Process customer service complaints (D/601/1522) (L3) Handle referred customer complaints (K/601/1524) (L4)
24	3	D/506/2170	Gather, analyse and interpret customer feedback	Gather, analyse and interpret customer feedback (H/601/1571) (L3)
Optional Group D				
25	2	T/505/4673	Health and safety procedures in the workplace	
26	2	L/506/1807	Manage diary systems	Use a diary system (K/601/2477) (L2)
27	2	H/506/1814	Provide reception services	Provide reception services (K/601/2480) (L2)
28	2	L/506/1869	Contribute to the organisation of an event	Support the organisation of an event (L/601/2505) (L2) Support the co-ordination of an event (D/601/2508) (L2)
29	2	M/506/1895	Buddy a colleague to develop their skills	Buddy a colleague to develop their customer service skills (M/601/1542) (L2)
30	2	L/506/1905	Employee rights and responsibilities	Principles of personal responsibilities and working in a business environment (L/601/7638) (L2)
31	2	R/506/1789	Develop working relationships with colleagues	Develop working relationships with colleagues (H/600/9660) (L2)
32	2	J/506/1806	Principles of equality and diversity in the workplace	
33	2	M/502/8587	Processing sales orders	
34	2	R/502/8601	Meeting customers' after sales needs	
35	2	M/502/8606	Handling objections and closing sales	
36	2	K/503/0421	Deal with incidents through a contact centre	
37	2	L/503/0394	Carry out direct sales activities in a contact centre	

38	3	H/506/1912	Negotiate in a business environment	Negotiate in a business environment (D/601/2525) (L3) Negotiate in a business environment (K/601/2561) (L4)
39	2	F/502/4396	Bespoke Software	