

<b>Qualification title:</b>	OCR Level 3 Diploma in Customer Service		
<b>Qualification number:</b>	601/3433/1	<b>Credit value:</b>	55
<b>An overview of this qualification</b>	<ul style="list-style-type: none"> <li>• The OCR Level 3 Diploma in Customer Service allows you to evidence the key knowledge, competence and skills that employers would expect of someone operating in a customer service role with a high degree of autonomy. It is appropriate for you if you are seeking progression or self-development in the customer service sector.</li> <li>• It contains both knowledge units and competence units in a single qualification, supporting you to evidence knowledge of, and competence in, a customer service job role. You will develop a portfolio of evidence that meets the assessment criteria in your chosen units. The units encompass a broad range of competencies from the customer service sector allowing you to contextualise the qualification to your own role.</li> <li>• You will complete:             <ul style="list-style-type: none"> <li>○ six mandatory units, three of which are knowledge units and three competence units. These cover: understanding the customer service environment, understanding customers and customer retention, principles of business, organising and delivering customer service, resolving customers' problems and managing personal and professional development.</li> <li>○ optional units that you can match to the needs of your specific job role. These include: developing resources to support consistency of customer service delivery, resolving customers' complaints, monitoring the quality of customer service interactions, managing the use of technology to improve customer service and building and maintaining effective customer relations.</li> </ul> </li> <li>• Each unit within the qualification has a credit size allocated. You must achieve 55 credits in total consisting of 31 credits from the mandatory units and 24 from the optional units.</li> <li>• Minimum amount of vocational learning = 55 credits</li> <li>• Maximum amount of vocational learning = 55 credits</li> </ul>		
<b>Entry requirements</b>	<p>There are no formal entry requirements and there is no need for you to have completed any other qualifications beforehand.</p> <p>However, it is anticipated that you will have significant knowledge and experience of customer service delivery and the scope to influence improvements in service delivery.</p>		
<b>Age restrictions</b>	This qualification is intended for learners aged 16 years and over.		
<b>Is this qualification right for me?</b>	This Level 3 diploma size qualification assesses your understanding of customer retention and the customer service environment. It is appropriate if you are working in a customer service role with a high		

	<p>degree of autonomy. You will be delivering customer service, influencing organisational customer service processes and may be accountable in your area of practice. You may already be in employment and want to increase your skills and knowledge without the additional requirements of the Apprenticeship Framework and therefore may choose to complete the qualification outside of the Apprenticeship framework.</p> <p>The primary purpose of this qualification is to confirm that you are competent in a specific job role. It will enable you to undertake a learning programme to confirm competence in a customer service job role. It targets the key knowledge, competence and skills that employers would expect of someone operating in a role with customer service as a key focus.</p> <p>The OCR Level 3 Diploma in Customer Service sits within a suite of Customer Service qualifications that allow for natural progression from Level 1 to Level 4. The qualifications at Levels 1-3 contain a number of specific knowledge only units along with competence units, with the Level 4 NVQ qualification containing only competence units. The qualifications also come in different sizes:</p> <ul style="list-style-type: none"> <li>• Certificates allow you to evidence a <b>range</b> of skills, knowledge and competence relevant to your role</li> <li>• Diplomas allow you to evidence a <b>breadth</b> of skills, knowledge and competence relevant to your role</li> </ul> <p>This specific size, type and level of qualification might be right for you if you:</p> <ul style="list-style-type: none"> <li>• would like a longer course of 289 guided learning hours (GLH)</li> <li>• would like a course that can be tailored to your specific requirements</li> <li>• would like to confirm that you are competent in a specific Customer Service role</li> <li>• have previously studied a Level 2 qualification</li> <li>• are employed and would like to confirm competence in your specific job role</li> <li>• wish to gain a Level 3 qualification to support further study in Further Education (FE) in any other sector or subject area.</li> </ul>
<p><b>How could I progress from this qualification?</b></p>	<p>The primary purpose of this qualification is to confirm that you are competent in a specific job role such as:</p> <ul style="list-style-type: none"> <li>• Customer Service Team Leader</li> <li>• Customer Service Advisor</li> <li>• Customer Service Co-ordinator</li> <li>• Contact Centre Supervisor</li> <li>• Customer Account Manager</li> <li>• Customer Relationship Manager.</li> </ul>

	<p>You may want to take the OCR Level 3 Diploma in Customer Service if you are seeking progression or self-development in the customer service sector and you want to gain the knowledge, skills and competence for this.</p> <p>Achievement of this qualification allows you to evidence the knowledge, competence and skills that are relevant to your own, specific customer service role. The choice of units allows you to contextualise the qualification to the requirements of this role.</p> <p>Alternatively, this qualification supports progression to further learning. You could progress to other qualifications suitable to your level of experience and autonomy, such as the:</p> <ul style="list-style-type: none"> <li>• <a href="#">OCR Level 4 NVQ Diploma in Customer Service</a> (QCF) - Competence only qualification</li> <li>• <a href="#">OCR Level 3 Diploma in Management</a> (QCF) - Combined knowledge and competence qualification</li> <li>• <a href="#">OCR Level 5 NVQ Diploma in Management and Leadership</a> (QCF) – Competence only qualification.</li> </ul>
<p><b>Support</b></p>	<p>A number of employers from across the Customer Service sector were involved in consultations with Skills CfA when developing this qualification.</p> <p>In addition, the following employers directly support OCR's qualification, recognising it as valuable for their employees:</p> <p>Centenary Lounge  McKechnies  Fayair  BaxterStorey Ltd  Stance Security  The Priory Trust  Acorn Childcare  Little Oaks  St Katherines Cathedral</p>
<p><b>Further information</b></p>	<p>To find out more about the OCR Level 3 Diploma in Customer Service please refer to the Centre Handbook available on the OCR website: <a href="http://www.ocr.org.uk/Images/176730-centre-handbook.pdf">http://www.ocr.org.uk/Images/176730-centre-handbook.pdf</a></p> <p>If you have any other queries please contact: <a href="mailto:vocational.qualifications@ocr.org.uk">vocational.qualifications@ocr.org.uk</a></p>
<p><b>About us</b></p>	<p>OCR is a leading UK awarding body. We provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes.</p> <p>Our general and vocational qualifications equip learners with the knowledge and skills they need for their future, helping them achieve their full potential.</p>

