

Mapping between Level 3 Certificate in Principles of Customer Service and Level 3 NVQ Diploma in Customer Service

		Level 3 Certificate in Principles of Customer Service – Unit 3						
		LO1		LO2		LO3		
		1.1	1.2	2.1	2.2	3.1	3.2	
Level 3 NVQ Diploma in Customer Service – A3	LO1	1.1P						
		1.2 P						
		1.3 P						
		1.4 P						
		1.5 P						
		1.6 P						
		1.7 P						
		1.8 P						
		1.9 P						
		1.10 P						
	LO2	2.1	X					
		2.2	X					
		2.3	X					
		2.4	X					
		2.5			X			
		2.6		X		X		
		2.7			X			
		2.8			X			
		2.9			X	X		
		2.10	X	X	X	X		
		2.11			X	X		
		2.12						X

P= performance evidence required

		Level 3 Certificate in Principles of Customer Service – Unit 4						
		LO1			LO2			LO3
		1.1	1.2	1.3	2.1	2.2	2.3	3.1
LO1	1.1 P							
	1.2	X	X					
	1.3 P							
LO2	2.1 P							
	2.2 P							
	2.3 P							
LO3	3.1	X	X					
	3.2		X					
	3.3		X					
	3.4		X					
	3.5		X					
	3.6			X				
	3.7			X				
	3.8		X					
	3.9					X		
	3.10				X	X		
	3.11					X		
	3.12		X					
	3.13			X				
	3.14							X
	3.15	X						
	3.16	X						
3.17		X						
3.18		X						
3.19						X		

P = performance evidence required

		Level 3 Certificate in Principles of Customer Service – Unit 5				
		LO1	LO2	LO3		
		1.1	2.1	3.1	3.2	3.3
LO1	1.1	X				
	1.2			X	X	
	1.3					X
LO2	2.1		X			
	2.2		X			
	2.3		X		X	
LO3	3.1			X		
	3.2			X		
	3.3			X		
	3.4					X
	3.5		X			
	3.6		X			
	3.7		X			
	3.8		X			
	3.9		X			
	3.10				X	
	3.11		X			

P = performance evidence required