

Customer Service NVQ L3 Diploma mandatory unit content



This map accompanies the PLTS Guide for practitioners which can be downloaded from www.cfa.uk.com

The guide includes:

- an explanation about the importance of PLTS
- general principles for delivery
- where there is little or no coverage in the mandatory units, illustrations of where PLTS can be found in the optional units
- illustrations of PLTS in Functional Skills, ERR and other processes.

Independent Enquiry	INDEPENDENT ENQUIRY					
	Identify questions to answer and problems to resolve	Plan and carry out research, appreciating the consequences of decisions	Explore issues, events or problems from different perspectives	Analyse and evaluate information, judging its relevance and value	Consider the influence of circumstances, beliefs and feelings on decisions and events	Support conclusions, using reasoned arguments and evidence
Customer Service NVQ L3 Diploma mandatory unit content						
K/601/1622: Demonstrate understanding of customer service						
LO1: Follow their organisation's accepted customer service language			1.2; 1.3			1.2; 1.3
LO2: Apply customer service principles in their customer service role			2.2; 2.3			2.2; 2.3
LO3: Understand principles of customer service			3.3; 3.6; 3.7; 3.8; 3.14; 3.15; 3.17	3.1; 3.2; 3.4; 3.16; 3.18		3.1 - 3.4; 3.6; 3.7; 3.8; 3.14; 3.15; 3.16; 3.17; 3.18
J/601/1627: Demonstrate understanding of the rules that impact on improvements in customer service						
LO1: Demonstrate an understanding of the organisational rules and procedures that impact on customer service improvements	1.1; 1.2			1.1; 1.2		1.1; 1.2
LO2: Demonstrate an understanding of the legislation and external regulation that impact on customer service improvements	2.1; 2.2		2.3	2.1; 2.2; 2.3		2.1; 2.2; 2.3
LO3: Understand the rules that impact on improvement in customer service			3.1	3.5 - 3.9; 3.11		3.1

Team Working

TEAM WORKING

Collaborate with others to work towards common goals

Reach agreements, managing discussions to achieve results

Adapt behaviour to suit different roles and situations, including leadership roles

Show fairness and consideration to others

Take responsibility, showing confidence in themselves and their contribution

Provide constructive support and feedback to others

Customer Service NVQ L3 Diploma mandatory unit content

K/601/1622: Demonstrate understanding of customer service

LO1: Follow their organisation's accepted customer service language

1.1; 1.3

LO2: Apply customer service principles in their customer service role

2.3

LO3: Understand principles of customer service

3.5; 3.10

3.9

3.9; 3.11

J/601/1627: Demonstrate understanding of the rules that impact on improvements in customer service

LO1: Demonstrate an understanding of the organisational rules and procedures that impact on customer service improvements

1.3

LO2: Demonstrate an understanding of the legislation and external regulation that impact on customer service improvements

LO3: Understand the rules that impact on improvement in customer service

3.4

Self Management	SELF MANAGEMENT						
	Seek out challenges or new responsibilities and show flexibility when priorities change	Work towards goals, showing initiative, commitment and perseverance	Organise time and resources, prioritising actions	Anticipate take and manage risks	Deal with competing pressures, including personal and work-related demands	Respond positively to change seeking advice and support when needed	Manage their emotions and build and maintain relationships
Customer Service NVQ L3 Diploma mandatory unit content							
K/601/1622: Demonstrate understanding of customer service							
LO1: Follow their organisation's accepted customer service language							
LO2: Apply customer service principles in their customer service role		2.1					
LO3: Understand principles of customer service		3.13					3.9
J/601/1627: Demonstrate understanding of the rules that impact on improvements in customer service							
LO1: Demonstrate an understanding of the organisational rules and procedures that impact on customer service improvements		1.1; 1.2					
LO2: Demonstrate an understanding of the legislation and external regulation that impact on customer service improvements							
LO3: Understand the rules that impact on improvement in customer service		3.1				3.2; 3.3	

Reflective Learning

REFLECTIVE LEARNING

Assess themselves and others, identifying opportunities and achievements

Set goals with success criteria for their development and work

Review progress, acting on the outcomes

Invite feedback and deal positively with praise, setbacks and criticism

Evaluate experiences and learning to inform future progress

Communicate their learning in relevant ways for different audiences

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K/601/1622: Demonstrate understanding of customer service

LO1: Follow their organisation's accepted customer service language

1.1

LO2: Apply customer service principles in their customer service role

LO3: Understand principles of customer service

3.12; 3.19

J/601/1627: Demonstrate understanding of the rules that impact on improvements in customer service

LO1: Demonstrate an understanding of the organisational rules and procedures that impact on customer service improvements

LO2: Demonstrate an understanding of the legislation and external regulation that impact on customer service improvements

LO3: Understand the rules that impact on improvement in customer service

Creative Thinking	CREATIVE THINKING					
	Generate ideas and explore possibilities	Ask questions to extend their thinking	Connect their own and others' ideas and experiences in inventive ways	Question their own and others' assumptions	Try out alternatives or new solutions and follow ideas through	Adapt ideas as circumstances change
Customer Service NVQ L3 Diploma mandatory unit content						
K/601/1622: Demonstrate understanding of customer service						
LO1: Follow their organisation's accepted customer service language	1.3	1.3	1.3	1.3		
LO2: Apply customer service principles in their customer service role	2.3	2.3	2.3	2.3		
LO3: Understand principles of customer service						
J/601/1627: Demonstrate understanding of the rules that impact on improvements in customer service						
LO1: Demonstrate an understanding of the organisational rules and procedures that impact on customer service improvements						
LO2: Demonstrate an understanding of the legislation and external regulation that impact on customer service improvements						
LO3: Understand the rules that impact on improvement in customer service						

Effective Participator

- Effective participator: - no automatic coverage in mandatory units