



CUSTOMER SERVICE LEVEL 3

Cross-referenced to the NOS and the Awarding bodies

	i-GVS Topic Title	Level	QCF ref.	NOS Ref	City & Guilds	NCFE	Pearson BTEC/ Edexcel Reference	OCR Reference	SQA Reference
1	Organise and Deliver Customer Service	3	L/506/2150	CS 25	Unit 304	Unit 01	Unit 1	Unit 1	Unit H7P1 57
2	Understand the Customer Service Environment	3	Y/506/2152	CS 26	Unit 305/695	Unit 02	Unit 2	Unit 2	Unit H7P2 57
3	Resolve Customers' Problems	3	K/506/2169	CS 30	Unit 323	Unit 03	Unit 3	Unit 4	Unit H7P6 57
4	Principles of Business	3	D/506/1942	B&A 59	Unit 307/697	Unit 04	Unit 4	Unit 5	Unit H7PS 57
5	Understand Customers and Customer Retention	3	J/506/2910	CS 27	Unit 306/696	Unit 06	Unit 5	Unit 3	Unit H7P3 57
6	Manage Personal and Professional Development	3	T/506/2952	M&L 9	Unit 308	Unit 05	Unit 6	Unit 6	Unit H7R0 57
7	Resolving Customer Complaints	3	R/506/2151	CS 31	Unit 311	Unit 09	Unit 9	Unit 9	Unit H7P7 57
								Unit 23	
8	Communicate Verbally with Customers	2	D/506/2119	CS 5	Unit 206	Unit 6	Unit 6	Unit 6	Unit H7ML 60
						Unit 12	Unit 12	Unit 12	
9	Communicate with Customers in Writing	2	T/506/2126	CS 6	Unit 207	Unit 7	Unit 7	Unit 7	Unit H7MN 60
						Unit 13	Unit 13	Unit 13	
10	Exceed Customer Expectations	2	Y/506/2135	CS 14	Unit 212	Unit 12	Unit 12	Unit 12	Unit H7N5 60
						Unit 15	Unit 15	Unit 15	
11	Negotiate in a Business Environment	3	H/506/1912	B&A 42	Unit 303	Unit 29	Unit 29	Unit 29	Unit H7PN 60
						Unit 38	Unit 38	Unit 38	
12	Promote Equality, Diversity and Inclusion in the Workplace	3	T/506/1820	M&L 10	Unit 313	Unit 30	Unit 30	Unit 30	Unit H7ND 57
13	Employee Rights and Responsibilities	2	L/506/1905	B&A 39	Unit 228	Unit 30	Unit 30	Unit 30	Unit H7PL 60
						Unit 43	Unit 43	Unit 43	
14	Deliver Customer Service to Challenging Customers	2	F/506/2159	CS 18	Unit 216	Unit 16	Unit 16	Unit 16	Unit H7NR 60
						Unit 17	Unit 17	Unit 17	
15	Use Social Media to Deliver Customer Service	2	J/506/2163	CS 23	Unit 221	Unit 20	Unit 20	Unit 20	Unit H7NY 60
						Unit 21	Unit 21	Unit 21	
16	Negotiating, Handling Objections and Closing Sales	3	F/502/8612	N/A	Unit 317	Unit 34	Unit 34	Unit 34	Unit H7R8 57