

**4417 Level 3 Certificate in Customer Service**
**Unit Number/Title**


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 301 Principles of customer service delivery
 

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 302 Developing and improving the customer service process
 

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**4430 Level 3 Framework NVQ in Customer Service**
**Unit Number/Learning outcome and assessment criteria ref.**


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 208 LO4:4.2, 4.5  
 209 LO3:3.6 – 3.9  
     LO4:4.1, 4.4 – 4.6  
 212 LO4:4.5  
 216 LO3:3.1 - 3.8  
 219 LO4:4.1 – 4.8  
 220 LO3:3.1 – 3.6  
 221 LO4:4.3 – 4.5  
 301 LO3:3.1, 3.4, 3.6, 3.7, 3.8, 3.10, 3.14, 3.17  
     LO3:3.5 – 3.11  
 302 LO4:4.8  
 303 LO4:4.8  
 308 LO4:4.1, 4.2  
 309 LO4:4.1 – 4.4  
 310 LO3:3.1 – 3.12  
 312 LO4:4.9, 4.10  
 406 LO3:3.3, 3.5, 3.6, 3.7  
 408 LO4:4.1 – 4.8
 

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 208 LO4:4.6  
 222 LO1: 1.1  
     LO4:4.2 – 4.4  
 223 LO2:2.3  
     LO4:4.1 – 4.8  
 225 LO4:4.1 – 4.8  
 226 LO3:3.1 – 3.7  
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 308 LO4:4.4 – 4.6  
 311 LO3:3.4, 3.5  
 313 LO4:4.4, 4.5  
 314 LO1:1.1  
     LO4:4.1 - 4.4  
 315 LO1: 1.3  
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 316 LO4: 4.2, 4.6, 4.7, 4.8  
 317 LO1:1.1 – 1.6  
     LO4:4.1 – 4.10  
 318 LO4:4.1 – 4.10
 

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404	LO4:4.4, 4.5, 4.7
405	LO3:3.1 – 3.8
409	LO3:3.1 -3.6
416	LO4:4.6, 4.7
417	LO3:3.3