MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 4

IN

CUSTOMER SERVICE

National Certificate Level 4 in Customer Service

1. **Level: 4**

2. **Credits: 116**

3. **Review Date: June 2021**

4. **Access to qualification**

   4.1 Entry Information

   National Certificate Level 3 or Grade 11

   4.2 Recognition of Prior Learning [RPL]

   Applicant holding a qualification at NQF Level 3 and at least 3 years' experience in the field should apply for RPL on the prescribed Application Form.

5. **Award of Qualification Requirements**

   Compulsory

All the unit standards listed are required:

Unit No.	Unit Standard Title	Level	Credit
Core			
mt/10/0001/04	Employ customer service techniques for differing customer behaviors in a given situation	4	8
mt/10/0002/04	Provide customer service for international visitors	4	8
mt/10/0003/04	Develop and strengthen customer relationships and services	4	8
mt/10/0004/04	Develop customer loyalty strategies	4	8
mt/10/0005/04	Develop and use customer satisfaction measurement tools	4	8
mt/10/0006/04	Apply the principles of good customer service to achieve organisational objectives	4	8
mt/10/0007/04	Apply the principles of customer care in client interactions	4	8
Sub-Core			
mt/10/0008/04	Attend to customer enquiries face-to-face and on the telephone	4	6
mt/10/0009/04	Provide customer service in given situations	4	6
mt/10/0010/04	Establish and maintain quality customer relations for a small business enterprise	4	6
mt/10/0011/04	Establish, develop, and improve quality-focused aspects of customer relationships	4	6

mt/10/0012/04	Answer customer enquiries by mail, facsimile, and/or e-mail in a wide range of contexts	4	6
mt/10/0013/04	Read, write and converse in English	4	6
Elective			
mt/10/0014/04	Answer customer enquiries on the telephone in a wide range of contexts	4	4
mt/10/0015/04	Attend to customer enquiries in an office setting	4	4
mt/10/0016/04	Apply ethics pledge within his/her workplace	4	4
mt/10/0017/04	Perform calculations for the workplace	4	4
mt/10/0018/04	Demonstrate knowledge of communication media types	4	4
mt/10/0019/04	Build rapport with customers	4	4
	Total		**116**

6. Purpose

Customer service is a key to successful business and a successful economy. It requires a blend of knowledge and skills drawn from a number of disciplines and relevant across industries, including those providing front line services to customers. While many of the skills leading to successful customer service are generic across industries, each can be applied to the context requirements of a specific sector.

The National Certificate Level 4 in Customer Service recognises the generic skills required for successful customer service and the essential knowledge and skills required in both public and private sectors. It is designed to reflect the skills, attitude and competencies required in any organization which deals with clients/customers (internal and external) in a variety of contexts such as face to face, on the telephone, and in writing.

This qualification is also designed to recognise the skills, attitude and competencies of customer support staff in supervisory roles.