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FOR THE ATTENTION OF THE PROGRAMME LEADER  
NVQS IN CUSTOMER SERVICE

September 2006

Dear Colleague

## **Erratum Notification**

### **EDEXCEL Levels 2, 3 AND 4 NVQ in Customer Service**

Centres are advised that the published Logbooks for Candidates for the above qualifications have some minor errors in the published document. These are outlined on the accompanying sheet.

Our CD Rom, due to be published in September, will contain the amended version of these materials. The order code number is N017655 and the title is Edexcel Levels 2, 3 and 4 NVQs in Customer Service CD Rom. The amended materials will also be placed on our website for you to access the relevant pages.

If you have any questions regarding any of the amendments please contact Edexcel Customer Service on 0870 240 9800

I would be grateful if you would inform the relevant staff of this situation. Please accept our apologies if this has caused any difficulties for your staff or learners.

Yours sincerely



Roger Beard

Acting General Manager - Qualifications Development

**Publications Code N017652**

**Level 2 NVQ in Customer Service Log book for candidates**

Unit 14 Go the extra mile in customer service  
Page 111 - Element 14.3

The final performance criterion, currently unnumbered, should be numbered 14.3.5.

Unit 17 Use the telephone system effectively  
Page 135 - Element Achievement Record, Element 17.1

The third performance criterion, currently numbered 17.1.5, should be numbered 17.1.3.

**Publications Code N017653**

**Level 3 NVQ in Customer Service Log book for candidates**

Unit 7 Understand Customer Service to Improve Service Delivery  
Page 45 - Element Achievement Record, Element 7.1

The fifth performance criterion, currently numbered 7.1.1, should be numbered 7.1.5. The following performance criteria should be numbered sequentially to 7.1.14.

Unit 15 Deal with customers in writing or using ICT  
Page 87 - Element Achievement Record, Element 15.3

The third performance criterion, currently numbered 15.3.4, should be numbered 15.3.3 and the following criteria should be numbered sequentially.

**Publications Code N017654**

**Level 4 NVQ in Customer Service Log book for candidates**

Unit 7 Understand Customer Service to Improve Service Delivery  
Page 49 - Knowledge Evidence Record

The final three points, currently numbered 7h, 7i and 7g should be numbered sequentially - 7g, 7h , 7i

Unit 18 Use Customer Service as a competitive tool  
Page 69 Knowledge Evidence Record

The numbering of points 18b and 18c is the wrong way round, although the accompanying text is in the correct place.

Unit 47 Work as a member of a team to deliver seamless customer service  
Page 173 - Element Achievement Record, Element 47.2

The final performance criterion, currently numbered 47.2.5, should be numbered 47.2.6.

**All Publications**

In addition, all of the above publications include an error in *Section 2: Worked Examples of Forms*.

The web link [www.edexcel.org.uk/sfc/pub/nvq](http://www.edexcel.org.uk/sfc/pub/nvq)

should in fact be:

[www.edexcel.org.uk/quals/nvq/custserv/](http://www.edexcel.org.uk/quals/nvq/custserv/)