



Level 2 NVQ in Customer Service

Customer Service demands have increased dramatically over the past five years and this trend is set to continue. The demand for excellent Customer Service exists in all sectors of commerce and industry in the UK for customers and the workforce. The diversity of Customer Service roles within these organisations span a wide range of occupations and functions and this is reflected in the many optional units within Customer Service NVQ. Customer Service NVQ2 focuses on problem solving, developing good customer service and supporting new improvements in customer service.

Who is the award Suitable for?

Employees who have a customer-facing role within their organisation the emphasis is placed on delivering high standards of customer service and recognising problems as they arise.

What are the benefits of taking these qualifications?

NVQ's in Customer Service have been developed to recognise and reflect the candidate's work. Each level of the qualifications recognises a candidate's competence and ability in their everyday work and covers a diverse range of tasks and functions that are part of Customer Service

How will NVQ's help your staff?

Validate employee's current achievements' and competences. Enable them to gain occupational competence in their area of work. Increase motivation and commitment.

Qualification aims

The aim of these qualifications is to recognise the skills and competences of candidates in the workplace.

The qualifications provide individuals with an opportunity to demonstrate the skills and knowledge needed for a career in customer service.

Candidates will be able to progress through the levels in the customer service.

Where is the course delivered?

The course will be delivered on the employer's premises.

Which qualification will I be awarded if I successfully complete the course?

You will be awarded an NVQ Level 2 in Customer Service.

How long will the Award take and when will it be taught?

This award is aimed at company employees so the length will vary according to workplace and individual, although there is an expectation that it will be completed within 6-12 months. An assessor will visit candidates in their workplace to train, assess and review them on a regular basis. For groups of candidates from the same employer, knowledge workshops may be provided. For individuals this will be covered by your assessor during 1:1 appointments.

How much will the course cost me?

If you don't already have a qualification at Level 2 (this is equivalent to five GCSE's at grade A-C) or a higher qualification, this course is can be eligible for government funding, which we can arrange for you.

Please contact us for further information on eligibility criteria. We will do our best to answer all questions and those we are unable to answer there and then we will get back to you.

What will I be able to go on to do after I've completed this course?

On successful completion of this award there are a number of opportunities for further study, including progressing through the Customer Service NVQ levels.



Award Content

Mandatory Units:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Optional Units:

There are a vast range of units to choose from. You will need to complete 5 optional units one unit from each theme in addition to the 2 mandatory units for a full NVQ.

Theme: Impression and Image

- Give customers a positive impression of yourself and your organisation
- Promote additional products and services to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal

Theme: Delivery

- Deliver reliable customer service
- Deliver customer service on your customers' premises
- Recognise diversity when delivering customer service

Theme: Handling Problems

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

Theme: Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service

Progression information

Customer Service NVQ Level 3; A maximum of three units from Customer Service Level 2 can be claimed towards a Level 3 qualification.

15 Melrose Close
Westlea, Swindon
Wiltshire
SN5 7ED

Tel: Number **0700 345 0082**
Fax: Number **0700 345 0083**



Level 3 NVQ in Customer Service

Level 3 is appropriate for those people where customer service is central to their job role such as a customer service advisor. As well, those whose work involves customer service such as engineers would benefit from this NVQ. Job responsibilities would include problem solving, good communication skills, suggesting and implementing change. To achieve this award, candidates must complete 8 units in total – 2 mandatory and 6 optional units (at least one from each theme).

Mandatory Units

Unit 7: Understand customer service to improve service delivery

Unit 8: Know the rules to follow when developing customer service

Optional Units

Theme: Impression and image

Unit 13: Make customer service personal

Unit 14: Go the extra mile in customer service

Unit 15: Deal with customers in writing or using ICT

Unit 18: Use customer service as a competitive tool

Unit 19: Organise the promotion of services or products to customers

Theme: Delivery

Unit 22: Deliver customer service on your customer's premises

Unit 23: Recognise diversity when delivering customer service

Unit 24: Deliver customer service using service partnerships

Unit 25: Organise the delivery of reliable customer service

Unit 26: Improve the customer relationship

Theme: Handling problems

Unit 32: Monitor and solve customer service problems

Unit 33: Apply risk assessment to customer service

Unit 34: Process customer service complaints

Theme: Development and improvement

Unit 39: Work with others to improve customer service

Unit 40: Promote continuous improvement in customer service

Unit 41: Develop you're own and others' customer service skills

Unit 42: Lead a team to improve customer service

Unit 43: Gather, analyse and interpret customer feedback