

Customer Service NVQ

This NVQ is for frontline service providers who deliver continually improving service to customers.

The award is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 3 – 6 months
- Assessed through observation, discussion, testimony and written worksheets
- Supported by e.learning and optional in-company workshops

To achieve the NVQ, candidates complete a total of *seven* units. Candidates must complete *two* mandatory units and *five* optional units (*at least one from each theme*).

Level 2

Mandatory: Customer service foundations
■ Prepare yourself to deliver good customer service
■ Provide customer service within the rules
Theme: Impression and image
■ Give customers a positive impression of yourself and your organisation
■ Promote additional services or products to customers
■ Process customer service information
■ Live up to the customer service promise
■ Make customer service personal
■ Go the extra mile in customer service
■ Deal with customers in writing or using ICT
■ Deal with customers face-to-face
■ Deal with customers by telephone
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

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Apprenticeships

To complete a government funded apprenticeship programme, candidates will also need to undertake an additional Technical Certificate and a short Key Skills project (*exemptions may apply*).