

Customer Service NVQ

This NVQ is for experienced service providers who can influence others to bring about improvements in service skills and service quality.

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, personal statements and work-based project
- Supported by e.learning and optional in-company workshops

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

Level 3

Mandatory: Customer service foundations
■ Understand customer service to improve service delivery
■ Know the rules to follow when developing customer service
Theme: Impression and image
■ Make customer service personal
■ Go the extra mile in customer service
■ Deal with customers in writing or using ICT
■ Use customer service as a competitive tool
■ Organise the promotion of services or products to customers
Theme: Delivery
■ Deliver customer service on your customers' premises
■ Recognise diversity when delivering customer service
■ Deliver customer service using service partnerships
■ Organise the delivery of reliable customer service
■ Improve the customer relationship
Theme: Handling problems
■ Monitor and solve customer service problems
■ Apply risk assessment to customer service
■ Process customer service complaints
Theme: Development and improvement
■ Work with others to improve customer service
■ Promote continuous improvement in customer service
■ Develop your own and others' customer service skills
■ Lead a team to improve customer service
■ Gather, analyse and interpret customer service feedback

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 complete a short Key Skills project (*exemptions may apply*).