

Customer Service NVQ

This NVQ is for experienced management-level service personnel who can influence customer service operations, policy and strategy.

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

- Course duration: 9 – 12 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 *nine* units. Candidates must complete *two* mandatory units and *seven* optional units (*at least one from each theme*).

Level 4

Mandatory: Customer service foundations
■ Understand customer service to improve service delivery
■ Know the rules to follow when developing customer service
Theme: Impression and image
■ Use customer service as a competitive tool
■ Champion customer service
Theme: Delivery
■ Maintain and develop a healthy and safe customer service environment
■ Plan, organise and control customer service operations
■ Evaluate the quality of customer service
■ Build and maintain effective customer relations
Theme: Handling problems
■ Apply risk assessment to customer service
■ Handle referred customer complaints
Theme: Development and improvement
■ Lead a team to improve customer service
■ Implement quality improvements to customer service
■ Plan and organise the development of customer service staff
■ Develop a customer service strategy for an area
■ Work as a member of a team to deliver seamless customer service
■ Manage a customer service award programme

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Progression

Candidates may progress to a Management NVQ Level 4.