

NVQ Certificate

in Customer Service

This NVQ Certificate is for frontline service providers who deliver high levels of service to customers.

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: 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 must achieve a total of 28 credits. Candidates must complete *two* mandatory units and at least *one optional unit* from *each* optional group.

Level 2

Mandatory units – Customer Service Foundations
■ Communicate using customer service language (4)
■ Follow the rules to deliver customer service (4)
Group A – Impression and Image
■ Communicate effectively with customers (5)
■ Give customers a positive impression of yourself and your organisation (5)
■ Promote additional services or products to customers (6)
■ Process information about customers (5)
■ Live up to the customer service promise (6)
■ Make customer service personal (6)
■ Go the extra mile in customer service (6)
■ Deal with customers face-to-face (5)
■ Deal with incoming telephone calls from customers (5)
■ Make telephone calls to customers (6)
Group B – Delivery
■ Deliver reliable customer service (5)
■ Deliver customer service on your customers' premises (5)
■ Recognise diversity when delivering customer service (5)
Group C – Handling Problems
■ Resolve customer service problems (6)
■ Deliver customer service to difficult customers (6)
Group D – Development and Improvement
■ Develop customer relationships (6)
■ Support customer service improvements (5)
■ Develop personal performance through delivering customer service (6)
■ Support customers using on-line services (5)
■ Buddy a colleague to develop their customer service skills (5)
■ Support customers using self-service technology (5)

Highlights

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