

# Level 2 NVQ in Customer Service



We deliver nationally accredited work based NVQ programmes which assess competence against occupational standards. They also complement and embed your existing in-house training to maximise the benefits across the organisation.

## Programme information

**Who is this NVQ for:** Employees who work within the regulations of the organisation to support customer service with both internal and external customers

**Typical duration:** 16-20 Weeks

**Progression opportunities:** NVQ Level 3 in Customer Service

## Programme Content:

To achieve the NVQ the candidate needs to present evidence of competence to support 7 units made up of:

### 2 Mandatory units - must do

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

### 5 Optional Units - choose at least 1 from each theme:

#### Impression and image

- 201 Give customers a positive impression of yourself and your organisation
- 202 Promote additional services or products to customers
- 203 Process customer service information
- 204 Live up to the customer service promise
- 205 Make customer service personal
- 206 Go the extra mile in customer service
- 207 Deal with customers in writing or using ICT
- 208 Deal with customers face to face
- 209 Deal with customers by telephone

#### Delivery

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

#### Handling problems

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

#### Development and Improvement

- 214 Develop customer relationships
- 215 Support customer service improvements
- 216 Develop personal performance through delivering customer service



*Transforming lives through learning*

## What we offer...

- Your own dedicated Assessor/trainer will work from your premises, becoming part of your team and an extension of your training arm
- Flexible start and end dates to minimise disruption
- All assessment and training done on your premises - no need for employees to leave the site
- Candidate led portfolio – which evidences activities undertaken against NVQ standards
- Information, advice and guidance provided to each candidate
- Focused training consisting of face to face workshops and workbook exercises using a delivery schedule to suit your needs
- On the job observation and assessment with candidate feedback and review sessions to monitor progress and review targets

## Typical delivery model

### 1. Curriculum Planning Meeting

To confirm your development needs and review your Standard Operational Procedures. Which we then map to the existing NVQ framework.

### 2. 'Assess-Train-Assess' - to Ensure Added Value and Maximum Benefits

**Assess:** Assessment of literacy/numeracy and occupational skills to identify skills gaps and training requirements so that workshops and training activities are designed to meet the individual needs of the learner.

**Train:** Reinforcement of the knowledge needed to effectively perform job role by introducing or re-visiting techniques through job specific workshops or workbook activities to improve skills and generate supplementary evidence.

**Assess:** On the job assessment over time to observe theory being put into practice and to assess development of skills

### 3. Continuous Improvement through employer/learner evaluation

Evaluations are held at key dates to monitor the quality and content of the programme delivery.

### The Assessor/Trainer

The assessment and training is carried out by experienced, occupationally competent Assessor/Trainers.