

Level 3 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: 26 weeks

Progression opportunities: NVQ Level 3 in Customer Service

Programme Content:

To achieve the NVQ in Customer Services the candidate needs to present evidence of competence to support 8 units made up of:

2 Mandatory units - must do:

- 301 Understand customer service to improve service delivery
- 302 Know the rules to follow when developing customer service

6 Optional Units - choose at least one from each theme:

Impression and image

- 205 Make customer service personal
- 206 Go the extra mile in customer service
- 207 Deal with customers in writing or using ICT
- 203 Use customer service as a competitive tool
- 304 Organise the promotion of services or products to customers

Delivery

- 211 Deliver customer service on your customer's premises
- 212 Recognise diversity when delivering customer service

Delivery (Cont')

- 305 Deliver customer service using service partnerships
- 306 Organise the delivery of reliable customer service
- 307 Improve the customer relationship

Handling problems

- 308 Monitor and solve customer service problems
- 309 Apply risk assessment to customer service
- 310 Process customer complaints

Development and Improvement

- 311 Work with others to improve customer service
- 312 Promote continuous improvements in customer service
- 313 Develop your own and others' customer service skills
- 314 Lead a team to improve customer service
- 315 Gather, analyse and interpret customer feedback



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.