

Qualifications in...

Customer Service

The NVQs' in Customer Service are work-based qualifications designed for people who want to offer improved levels of service to their customers. Level 2 encourages development of individual skills in problem solving, developing good customer service and supporting new improvements in customer service.

National Vocational Qualification (NVQ) – Level 2

The NVQ in Customer Service is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your customer service role. The optional units are chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

During your training you will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a customer service environment.

The level 2 NVQ in Customer Service is made up of seven units, two mandatory units and five optional units. The units are grouped into themes, the mandatory units come under one theme and the optional units are grouped into four further themes. You must choose at least one optional unit from each theme:

Candidate must complete the following **two** mandatory units

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

Candidates take **five** optional units – examples below

- Give customers a positive impression of yourself and your organisation
- Deliver reliable customer service
- Recognise and deal with customer queries, requests and problems
- Develop customer relationships

What will I learn?

Your tutor will be able to provide you will several focused training opportunities in areas you wish to develop. This could be to help you achieve the NVQ or to assist your personal development eg Presentation Skills, Report writing

How will I be assessed?

Your allocated tutor will deliver your training one-to-one in your workplace visiting you every fortnight for 1–2 hours. You will build a portfolio of evidence to show your competence against the NVQ requirements. It usually takes 10 visits to complete.

How can I enrol onto the NVQ in Customer Service?

Speak firstly to your Supervisor/Line Manager and then contact us on 01773 747377, so that we can arrange an appointment to come out and visit you and your supervisor at work.

How much will it cost?

In certain circumstances, we can deliver the training at NO COST to you and your organisation. If you are not eligible for government funding, then the latest price for this qualification can be found on our website. www.acorn-training.com

