

NVQ Level 2 in Customer Service

Who is the programme for?

For anyone working in a customer related role with face to face customer contact.

What is the course content?

The award covers a wide range of topics connected with customer service and includes Organisation policies and standards, Communication and Effective Teamwork, Monitoring and Solving Problems and the Promotion of Continuous Improvement.

Learning and Assessment

To achieve this level of qualification your work must meet set standards. You will need to provide evidence that your work meets these standards by working closely with your tutor in your place of work. The evidence will be gathered together in a portfolio to be verified by Tameside College and the awarding body. The qualification you will receive when successfully completing the programme is the City & Guilds National Vocational Qualification in Customer Service at Level 2.

Entry Qualifications?

There are no formal entry qualifications; however you must be in employment in a customer facing environment and able to demonstrate performance in a customer focussed role.

Duration

6 months

How it all works

The level 2 NVQ in Customer Service is made up of seven units, two Foundation units and five optional units that are grouped into different themes. You must choose at least one optional unit from each theme.

Foundations

101 Prepare yourself to deliver good customer service

105 Provide customer service within the rules

Optional Units: -

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

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Educating to Enrich