

Customer Services NVQ L2

Is this course for me?

This qualification is suitable for you, if you work in a customer service and/or administrative role and if your role is to provide service to customers.

What will I learn?

This qualification will allow you to further develop your customer service skills, by incorporating organisational best practise within your role.

How much does it cost?

Price £2450.

Government funding is available in certain circumstances; please contact the Sales team on the contact details below, to find out if you're eligible.

How do I achieve this qualification?

This qualification is a practical work based course, so you don't have to take exams and you don't have to attend college. To achieve this qualification, you must complete 6 units. There are 2 mandatory units and 4 optional units. At least 3 Optional units must be chosen from Group B. You will be required to compile a portfolio of evidence, to demonstrate how you meet the course requirements. This evidence is generated from your day to day work.

The qualification is structured as follows

Mandatory units

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

Optional units

- Impression and Image
- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face

- Deal with customers by telephone
- Delivery
- Deliver reliable customer service
- Deliver customer service on your customer's premises
- Recognise diversity when delivering customer service
- Handling problems
- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems
- Development and Improvement
- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service

How long will I study?

6 to 9 months

What do I need to get onto the course?

- You must be working within a job role that relates to the qualification been taken
- UK or EU passport holder, or be able to demonstrate 3 years unbroken residency within the UK
- Score at least Entry level 3 or above on the Initial Assessment basic skills test

How will I benefit from this qualification?

You will benefit in the following ways:

- You will develop a clearer understanding of your responsibility within your organisation
- You will have greater opportunities to develop new skills
- You will get recognition for your existing skills
- By completing this qualification, you will also develop better career progression opportunities professional
- The opportunity to ensure that staff CPD meet the national standards
- Improvements in the service being provided to service users
- Increased market presence through the implementation of best practise



How will my employer benefit from this qualification?

You employer will benefit in the following ways:

- Improved staff motivation and performance
- Demonstrate commitment and provide evidence of the underlying principles and values of the advice and guidance professional
- The opportunity to ensure that staff CPD meet the national standards
- Improvements in the service being provided to service users
- Increased market presence through the implementation of best practise

What other qualifications can this course lead to?

- Customer Services NVQ Level 3
- Customer Services NVQ Level 4
- Degree level qualification in a related subject area

How do I enrol?

To enrol on this course, please call a member of the sales team on 0208 909 6011

