

Customer Services NVQ L3

Is this course for me?

This qualification will be suitable for you, if you are delivering and managing service and will be accountable in the area of practice. You should be working without direct supervisions or on your own, such as in a commercial customer service environment.

What will I learn?

This qualification will help you to further develop your skills and competencies, by focusing on best practise and personal performance management within your role

How much does it cost?

Price £3000.

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 8 units. There are 2 mandatory units and 4 optional units. At least 6 Optional units must be chosen. 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

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

Optional units

- Impression and Image
- Make customer service personal
- Go the extra in customer service
- Deal with customer in writing or using ICT
- Use customer service as a competitive tool
- Organise the promotion of services or products to customers
- Delivery
- Deliver customer service on your customer's premises

- Recognise diversity when delivering customer service
- Deliver customer service using service partnerships
- Organise the delivery of reliable customer service
- Improve the customer relationship
- Handling Problems
- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process Customer service complaints
- Development and Improvement
- Work with others to improve customer service
- Promote continuous improvement in customer service
- Develop your own and others' customer service skills
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback

How long will I study?

9 to 12 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



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 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

