

Customer Service NVQ Level 2

These NVQ's will enable candidates to develop more specialist competencies for the use in the Business and Administration sector. The qualification recognises the growing breath of skills needed by those in the Business and Administration workforce.

Entry requirements

Candidates should be employed in a relevant job role which includes working within a Contact Centre environment.

The NVQ comprises of the following:

2 mandatory units:

- Prepare yourself to deliver good Customer Service
- Providing Customer Service within the rules

Plus 5 optional units: These are decided upon after discussions between yourself, your employer and your NVQ Assessor. There are 4 areas from which you are able to pick the 5 option units. (1 unit from three areas and 2 from the fourth area) The option areas include:

- Impression and image – This involves different methods of customer service and how you can give a good impression of your company.
- Delivery – How to deliver reliable and consistent customer service.
- Problem handling – This focuses on the recognition and method of dealing with/resolving problems.
- Development and improvement – this section deals with the options for improving /developing customer service.

Minimum period of training

The recommended minimum duration of training is 12 months, dependant upon the motivation and availability of the candidate.

Assessment of your NVQ

Assessment of the NVQ takes place through observations which will be carried out with the nominated Assessor in your working environment.

Relevant job roles include:

Customer Service Assistant
Beauty Therapist
Waiter
Veterinary Nurse
Post Officer Worker
Receptionist
Contact Centre Operatives
Care Assistant
Retail/service Assistant

Possible places of employment:

Council Offices
Health Care Trust
Receptions
Accountancy/Solicitors/Insurance Offices
School Administration Offices
Call Centres
Retail Outlets/Shops

Progression

Customer Service NVQ Level 3
Advanced Apprenticeship Level 3 in Customer service
Business Administration NVQ Level 3 / 4
Advanced Apprenticeship Level 3 in Business Administration

Our sales team will be happy to visit you in your company and answer any questions you may have. Should you require further information or to arrange a visit please contact:

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