

Customer Service NVQ - Levels 2, 3 and 4

Edexcel

More and more employers throughout the UK are using practical, work-related knowledge and skills as a measure of how valuable their people are now and for the future. NVQs are qualifications that assess and recognise participant's current abilities to perform their role to national standards. They are made up of a number of units - some mandatory and some optional. See below for a full list. Call Fast Forward on 01793 755520 or email info@fastforwardonline.net to find out more.

The popularity of the Customer Service NVQs has resulted from the rapid growth in demand from organisations that employ staff with well developed customer service skills. The customer service qualifications have been designed for use across both private and public sector organisations and have relevance for all job roles which include customer service responsibilities. Customers may be either "external" or "internal".

Customer Service Level 2 acknowledges individual responsibility and Level 3 recognises complex work skills involving supervisory ability. These programmes consist of a minimum of 10 hours of assessment in the workplace depending on the level of qualification chosen. In order to check which level is most appropriate, we offer a free initial discussion with an Internal Verifier, who will measure the levels of responsibility and skills against the standards.

Once the appropriate level is agreed, assessment can commence. We would be pleased to design an assessment schedule that allows participants to achieve their qualification at a pace to suit them. We also like to make the NVQ as tailored as possible and we can vary it to the individual's situation and needs. Participants may be assessed totally in the workplace, supported by their assessor and relevant materials, or they may also attend specific workshops to support them where they have less knowledge or experience. These options will be discussed at the initial meeting with our NVQ specialist.

Duration: 3 - 12 months depending on the individual and the level chosen.

Delivery: Customer Service NVQs can be started at any time. Please call us for more details.



This NVQ at Level 2 is eligible for funding under the Government's 'Train to Gain' initiative. Call us for more details!

see the difference

Units

To gain the full NVQ both mandatory units plus five optional units must be achieved. At least one option unit should be taken from each theme.

Mandatory Units		
Unit 1	Prepare yourself to deliver good customer service	Level 1 and 2
Unit 5	Provide customer service within the rules	Level 1 and 2
Unit 7	Understand customer service to improve delivery standards	Level 3 and 4
Unit 8	Know the rules to follow when developing customer service	Level 3 and 4

Optional Units: Impression and Image		
Unit 9	Give customers a positive impression of yourself and your organisation	Level 2
Unit 10	Promote additional services or products to customers	Level 2
Unit 11	Process customer service information	Level 2
Unit 12	Live up to the customer service promise	Level 2
Unit 13	Make customer service personal	Level 2 and 3
Unit 14	Go the extra mile in customer service	Level 2 and 3
Unit 15	Deal with customers in writing or using ICT	Level 2 and 3
Unit 16	Deal with customers face to face	Level 2
Unit 17	Deal with customers by telephone	Level 2
Unit 18	Use customer service as a competitive tool	Level 3 and 4
Unit 19	Organise the promotion of services or products to customers	Level 3
Unit 20	Champion Customer Service	Level 4