

NVQ in Customer Service levels 2

National Vocational Qualification in Customer Service levels 2 to 4

These NVQs are suitable for anyone whose job includes working in a customer service environment or working directly with customers. No previous qualifications or education are necessary; the sole requirement is relevant current work experience.

Level 2 – who is it for?

The Level 2 NVQ in Customer Service is primarily aimed at candidates who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing. It is suitable for candidates:

- Who have particular customer service and administrative job roles;
- Who are working in a customer service environment;
- Whose role is to provide service to customers.

Overview:

To achieve a full Level 2 NVQ in Customer Service, candidates must achieve 7 units made up of 2 mandatory units and 5 optional units, at least one unit from each theme. This qualification contains 3 units that can be brought forward from Level 1; all three units can be claimed towards a Level 2 qualification. This qualification contains 5 units that can be carried forward to Level 3; from these, a maximum of 3 units may be claimed towards a Level 3 qualification.

Mandatory Units

- 1: Prepare yourself to deliver good customer service.
5: Provide customer service within the rules.

Examples of optional units in theme: Impression and Image

- 9: Give customers a positive impression of yourself and your organisation.
14: Go the extra mile in customer service.

Examples of optional units in theme: Delivery

- 23: Recognise diversity when delivering customer service.

Examples of option units in theme: Handling Problems

- 6: Recognise and deal with customer queries, requests and problems.
31: Resolve customer service problems.

Examples of optional units in theme: Development and Improvement

- 36: Develop customer relationships.
38: Develop personal performance through delivering customer service.

A full list of optional units can be sent to you via email on request.

Contact us:

By Phone: 0845 644 0653
Email: info@jrassociates.biz