

NVQ in Customer Service levels 3

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 3 – who is it for?

The Level 3 NVQ in Customer Service is aimed at candidates who will be delivering and managing service and will be accountable in the area of practice. Candidates will be working without direct supervision or on their own, such as in a commercial customer service environment. It is suitable for candidates who:

- Can influence what happens at work
- Use the organisation's rules and systems flexibly to deliver good service
- Question the way things are done and suggest improvements
- Have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- Are aware of the commercial or other pressures facing the organisation/business

Overview:

To achieve a full OCR Level 3 NVQ in Customer Service, candidates must achieve 8 units made up of 2 mandatory units and 6 optional units, at least one unit from each theme. This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units:

7: Understand customer service to improve service delivery.

8: Know the rules to follow when developing customer service.

Examples of optional units in theme: Impression and Image

13: Make customer service personal.

19: Organise the promotion of services or products to customers.

Examples of optional units in theme: Delivery

22: Deliver customer service on your customer's premises.

26: Improve the customer relationship.

Examples of optional units in theme: Handling Problems

34: Process customer service complaints.

Examples of optional units in theme: Development and Improvement

39: Work with others to improve customer service.

42: Lead a team to improve customer service.

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

Contact us:

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