

NVQ in Customer Service levels 4

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 4 – who is it for?

The Level 4 NVQ in Customer Service is aimed at candidates working in a senior role within an organisation that treats customer service as a priority. The candidate does not have to be a line manager of other people or even have manager as part of the title; however they should hold a position that would allow them to influence decision making and shape how customer service is delivered inside or outside of the organisation. It is suitable for candidates who:

- Have a role that is clearly linked to customer service, for example, customer service managers, customer service team leaders or people who have significant responsibility for operations, staff and other resources
- Who may have a general management type job that includes some aspects of customer service
- Are consultants or specialists who have responsibility for a particular aspect of the business which impacts directly on customer service, such as IT.

Overview:

To achieve a full OCR Level 4 NVQ in Customer Service, candidates must achieve 9 units made up of 2 mandatory units and 7 optional units, at least one unit from each theme. This qualification contains 5 units that can be brought forward from Level 3; 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

- 18: Use customer service as a competitive tool.
20: Champion Customer Service.

Examples of optional units in theme: Delivery

- 27: Maintain and develop a healthy and safe customer service environment.
30: Build and maintain effective customer relations.

Examples of optional units in theme: Handling Problems

- 33: Apply risk assessment to customer service.

Examples of optional units in theme: Development and Improvement

- 47: Work as a member of a team to deliver seamless customer service.
48: Manage a customer service award programme.

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

Contact us:

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