

## **NVQ LEVEL 2 CUSTOMER SERVICE**

NVQ's are based on national standards representing a benchmark for all organisations and individuals seeking to achieve quality performance in the field of Customer Service.

NVQ's are based on what a person needs to be able to do and know to be competent in the workplace. This qualification has been developed by people who work in the sector and who know what skills are needed to maximise performance.

A level 2 qualification is aimed at individuals who have to deliver a continually improving service to customers, but who may not have the responsibility or autonomy to bring about permanent improvements themselves. It is suitable for candidates:

- Whose opportunities to influence what happens at work are limited
- Who work within the rules and regulations of their organisation
- Who work with others to overcome problems and to support customer service improvements
- Who need to communicate in a clear, confident way
- Who have a developing knowledge about their organisations products and services

### **Benefits to the Employee**

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills
- The recognition of existing skills

### **Benefits to the Employer**

- Improved staff performance and motivation
- Increased staff retention and efficiency
- Improvements in the quality of service to customers
- The opportunity to improve customer retention levels

### **There are two types of NVQ units:**

**Mandatory Units** reflect the fundamental functions involved in these industries. Consequently, mandatory units are compulsory and must be achieved in order for a candidate to gain an NVQ.

**Optional Units** reflect the variety of functions, in addition to the fundamental ones of the mandatory units, performed by people working in the industry. Candidates can select optional units which are most appropriate for their particular work role.

To achieve a full Level 2 award the candidate must complete 4 mandatory units plus optional unit, a total of 5 units.

### **Mandatory Units**

1. Give customers a positive impression of yourself and your organisation
2. Deliver reliable customer service
3. Develop customer relationships
4. Resolve customer service problems

#### Optional Units

5. Support customer service improvements
6. Develop personal performance through delivering customer service
7. Promote additional products and services to customers
8. Process customer service information

Assessment will be through on-the-job observation and questioning and will take place in the workplace over the course of study on a regular agreed basis. The completed portfolio of evidence will be verified by an external Assessor who will judge the work based on Standards.

Employees must be prepared to commit to some self-study to achieve this NVQ qualification, although regular support is provided.

#### Frequently Asked Questions

##### **What are the costs?**

For candidates that meet the pre-set eligibility criteria there are no costs for undertaking this qualification

##### **How long does it take?**

This will depend on the subject and level at which it is studied. Each employee will be expected to work with a Tutor/ Assessor for an agreed number of hours in support of the creation of the portfolio of evidence. Regular support will be able via a Tutor to the employee.

##### **Where does my course take place?**

The course is delivered completely in the workplace.

**For more information and to reserve your places,  
please call Student Resources Lorraine Mason 0845  
094 8030 Ext 6111**