



NVQ Level 2 in Customer Service

Gain a nationally recognised Vocational Qualification in Customer Service

NVQs not only assess knowledge and understanding, but also measure a candidate's performance in the real work environment.

NVQs are based on National Occupational Standards that have been agreed for different job roles.

OCR level 2 NVQ in Customer Service

The Customer Service NVQ has a flexible structure that allows candidates to gain recognition for the skills required in their specific job role. Where training needs are identified, these can be addressed at work through targeted training. Credit can be gained for past achievements where they relate to the NVQ standards.

The level 2 qualification in customer service 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.

Our programmes are flexible and tailored to individual needs, with just the right amount of support to gain a first time pass. The content can also be designed to deliver specific business outcomes.

"The trainer was very supportive and gave me confidence"

"The video was a great help – I could really see how I was doing my job"

"I feel far more confident and can already see a change in customer's reactions"



The programme comprises:

- Individual skills diagnostic and learning plan
- A tailored programme of training to prepare for assessment
- Dedicated support from experienced assessors

To achieve a full award the candidate must complete 2 mandatory units and 5 optional units – a total of 7 units. Our programme has been designed around the most popular units and comprises the following unit selections:

Mandatory

Prepare yourself to deliver a good customer service

Provide customer service within the rules

Optional

Recognise and deal with customer service queries, requests and problems

Give customers a positive image of yourself and your organisation

Deal with customers face to face/by telephone (either/or)

Deliver reliable customer service

Develop personal performance through delivering customer service
