

NVQ 2 CUSTOMER SERVICES



Course Objectives

- To assist participants in building on personal strengths and focus training and development on the areas in which personal development is required in a Customer Service role
- To develop basic Customer Service Skills within the natural work environment
- To recognise the competencies and skills required in a Customer Service role

Course Content

After induction on to the programme candidates will be required to study the following units:

Mandatory

- 201 Give customers a positive impression of yourself and your organisation
- 202 Deliver reliable customer service
- 203 Develop customer relationships
- 204 Resolve customer service problems

In addition the candidate must select one of the following units to complete the qualification

Optional

- 205 Support customer service improvements
- 206 Develop personal performance through delivering customer service
- 207 Promote additional products or services to customers
- 208 Process customer service information
- D7 Provide learning opportunities for colleagues
- F5 Resolve customer service problems
- F7 Support customer service improvements

Designed For

Employees who work in a Customer Services role and have received no recognised training to date.

Assessment

The candidate builds a portfolio of in-company documentation to evidence competency. An Assessor validates candidate evidence on site

Location:

Employers premises

Duration:

6 – 9 months
dependent on the
candidate