

Customer Service - NVQ Level 2

Accreditation Body: City and Guilds

Introduction/Summary

This course focuses on the key aspects of customer service examining work practices, dealing with customers in different ways, handling problems and complaints, developing relationships, supporting improvements to systems & procedures, and personal development within the customer service environment. The variety of optional units available means that this qualification can be undertaken in a wide variety of sales and service industries.

Qualification

The Customer Service qualifications are for people in customer-facing roles who want to boost their skills. Level 2 focuses on problem solving, developing good customer service and supporting new improvements in customer service.

For a full qualification the learner will be required to complete 7 units, 2 of which are mandatory and the other 5 can be chosen from a selection. These optional units ensure that the qualification matches the job role as clearly as possible. The assessor will discuss the optional units with each delegate.

The subjects covered within the NVQ include the following:

- Mandatory - Providing good, reliable customer service
- Mandatory - Providing customer service within the rules of your company
- Giving a positive impression of yourself and your company
- Promoting additional services or products
- Processing customer service information
- Meeting commitments to your customers
- Dealing personally with customers
- Providing service over and above the 'norm'
- Dealing with customers in writing or using ICT
- Dealing with customers face-to-face
- Dealing with customers over the telephone
- Delivering customer service on your customers' premises
- Recognising diversity
- Dealing with queries, requests and problems
- Developing customer relationships
- Supporting customer service improvements
- Developing personal performance through delivering customer service

The Funding

To qualify for full funding for this course the candidates must meet the following criteria:

1. Aged 19 or above
2. To have been EMPLOYED by the company for more than 4 months
3. To have been a resident of the UK for more than 3 years
4. Must not already hold a level 2 qualification (this is the equivalent to 5 GCSE's of grade C and above)
5. A prior funding claim for this candidate must not have been received by the Learning and Skills Council.

Requirements

The Customer Service qualifications are for people in customer-facing roles who want to boost their skills. Level 2 focuses on problem solving, developing good customer service and supporting new improvements in customer service in that respect the following will help decide if the award is suitable.

1. The learner must be in a role that involves contact with both internal and external customers
2. The learner must know which products and services their company offers
3. The learner must know the standards of behaviour that are expected of them by their organisation
4. The learner must have defined limits of authority
5. The learner must be willing to develop their customer service skills and be committed to gaining the award
6. The learner must have access to written policies for example on performance, grievance and health and safety
7. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the award and provide the necessary support and time to complete it.

It would also benefit the learner if another member of staff was also undertaking the same NVQ.

Day One "Shopping List"

On day one it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates relevant to Customer Service including internal workshops and courses

Company Information:

- Company Mission Statement
- Copy of Company Health and Safety Policy
- Company Structure or Organisation Chart
- List of products and services provided by your company or brochure/portfolio

The learner may need assistance in compiling this and where more than one learner from your organisation is attending the Customer Service course each one will need a separate copy of the above.