

NVQ

LEVEL 2

Customer Service



These qualifications cover Levels appropriate for learners at any stage of a career in Customer Service, from those who are just starting out - handling customer queries - to those responsible for an organisation's overall customer-service strategy - analysing customer feedback and planning improvements. The NVQ Certificate/Diploma in Customer Service is for anyone who works in a customer-facing role.

Who is this suitable for?

This qualification is designed for new and aspiring customer service representatives- get an in-depth introduction to the role and its responsibilities.

This qualification could help you get a job in areas such as:

- » Customer Service
- » Sales
- » Contact Centres
- » Senior Team Member

Awarding Body



Course Contents

Depending on which level you take, you'll cover areas such as:

- » Communicate using customer service language
- » Follow the rules to deliver customer service
- » Maintain a positive and customer-friendly attitude
- » Deal with customers face to face
- » Do your job in a customer friendly way
- » Organise the delivery of reliable customer service.
- » Handling Customer Complaints
- » Resolving Customer Problems/Issues

Assessment

To gain an NVQ, you need to show you've got a particular set of skills. You usually work with your training provider to review your current skills and find the best way to gain new ones - perhaps by trying new things at work, or by studying.

The qualification can be delivered in either the classroom, workplace or remotely.

NVQs are assessed at work or in a simulated workplace.

For each unit your assessor watches and asks questions as you perform a task or looks at a portfolio of work that you've built as formal evidence of your learning. Then they confirm you've got the skills to do the job well.

You will provide a portfolio of evidence and/or logbooks to show your competency.

Duration



This course can be completed within 5 months and contains assessment carried out in the workplace.

Funding

Geason Training is able to access government funding for this course including the European Social Funding (ESF) and Adult Education Budget (AEB) funding. Geason Training have a dedicated team who will assist you to ensure you receive the maximum grants available..

Flexible Delivery and Dedicated Support

Once the learners are enrolled on the programme, they will be assigned a Skills Trainer. Our NVQ qualifications are delivered using various proven methods:

- Coaching and mentoring
- Workplace observations and practical tuition
- Assessment Delivery
- Remote Learning Sessions
- Self-Study Modules and Activities



Units

Mandatory

- 4430-101 Communicate using customer service language (4)
- 4430-201 Follow the rules to deliver customer service (4)

Optional (example to meet rules of combination)

- 4430-103 Adapt your behaviour to give a good customer service impression (5)
- 4430-202 Communicate effectively with customers (5)
- 4430-203 Give customers a positive impression of yourself and your organisation (5)
- 4430-105 Recognise and deal with customer queries, requests and problems (5)
- 4430-216 Use questioning techniques when delivering customer service (4)



Contact

If you would like any more information about the qualification, please contact us

by phone: 0330 088 9671 or via email: enquiries@geason.co.uk or visit: www.geasontraining.co.uk.

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