

**LEVEL 2 NVQ CERTIFICATE IN CUSTOMER SERVICE**

*‘Successful organisations recognise the importance of a skilled and experienced workforce. Offering staff the opportunity to gain qualifications can aid development and provide recognition of competence.’*

**AIM OF PROGRAMME:**

All qualifications have been restructured and are now based around the Qualifications Credit Framework (OCF) which allows the planning to be undertaken around your individual or business needs. Learning and related experience can then be recognised by accrediting against OCF units, or clusters of units, which can, over time build into an Award, Certificate or Diploma.

The Level 2 NVQ Certificate in Customer Service is primarily aimed at learners who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing. It is suitable for learners who have particular administrative job roles and are working in a customer service environment.

PROGRAMME FOR FULL QUALIFICATION (28 CREDITS)	
<b>Mandatory Units:</b>	
<ul style="list-style-type: none"> <li>➤ Communicate using customer service language</li> <li>➤ Follow the rules to deliver customer service</li> </ul>	
<b>Selection from Optional Units:</b>	
<ul style="list-style-type: none"> <li>➤ Process information about customers</li> <li>➤ Communicate effectively with customers</li> <li>➤ Make customer service personal</li> <li>➤ Go the extra mile in customer service</li> <li>➤ Deal with customers face to face</li> <li>➤ Make telephone calls to customers</li> <li>➤ Do your job in a customer-friendly way</li> </ul>	<ul style="list-style-type: none"> <li>➤ Resolve customer service problems</li> <li>➤ Recognise and deal with customer queries, requests and problems</li> <li>➤ Develop personal performance through delivering customer service</li> <li>➤ Buddy a colleague to develop their customer service skills</li> </ul>

Learners may progress to the Level 3 Diploma.

**ENTRY REQUIREMENTS:**

- None although all your relevant prior learning will be considered towards this qualification.

**RESOURCES PROVIDED:**

- Password protected, internet-based e-portfolio account to collect your work/evidence
- Dedicated Assessor to guide you through your qualification
- Internet-based e-learning modules to support your knowledge-based learning

**TRAINING:**

- Initial induction day
- Planning your qualification in relation to your experience, learning style and place of work
- One-to-one assessment visits in your workplace

**PROGRAMME DETAILS:**

- 2 intakes per year, usually April and October. Learners usually take between 6 to 9 months to complete their qualifications.

**For further details contact: The Qualifications Team**



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*“Excellent practice seen today - committed professional staff, an excellent recording system and well presented evidence”*  
**OCR External Verifier**

