

Business Administration & Law

NVQ Level 2 in Customer Service

Awarding Body: Edexcel

General Information:

This qualification is designed for staff who are responsible for delivering customer service and who interact directly with the customer, for example sales or retail staff, staff working on service desks or call centre staff.

The NVQ is also ideal for those who work primarily with internal customers – i.e. colleagues in the same organisation.

Course structure:

To achieve a full Level 2 NVQ in Customer Service the candidate must achieve **both** mandatory units plus **five** optional units.

Mandatory units:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Optional units:

At least one optional unit should be taken from each theme.

Impression and Image

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone

Delivery

- Deliver reliable customer service
- Deliver customer service on your customer's premises
- Recognise diversity when delivering customer service

Handling problems

- Recognise and deal with customer queries, requests and problems

- Resolve customer service problems

Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service

Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

Progression:

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 3 Customer Service

Bespoke Training & Qualifications

Please note that, if the qualification you are interested in is not listed it may still be possible to deliver any special training requirements you may have. PDM offer a range of (bespoke) refresher training courses which can be used to update and enhance current knowledge and skills of staff in disciplines such as:

- Customers Needs and Expectations
- Legislation and Customer Service
- Problem Solving
- Recognising Diversity When Delivering Customer Service
- Service Delivery Using Face to Face Contact and Telephones
- What Is a Customer