

Customer Service Level 2

Good customer service is a critical requirement common to all industries and sectors, both public and private. Our courses will benefit both the employer and employee through enhanced abilities gained whilst the employee achieves a recognised qualification, thereby improving all-round service to customers. To achieve the full Apprenticeship, awarded by the Institute for Customer Service, the Apprentice will need to prove competency by completing the NVQ, Key Skills and Technical Certificate.

NVQ CUSTOMER SERVICE (CITY & GUILDS)



MANDATORY UNITS:

2 mandatory units must be completed.

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

OPTIONAL UNITS:

5 optional units must be completed and must include at least one unit 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

NVQ CUSTOMER SERVICE (CITY & GUILDS)

- 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



KEY SKILLS

Key Skills are the skills we all need and use in everyday life. They are a key to any training undertaken and help us to perform better in everyday tasks.

Key Skills taught and tested are:

Application of Number Level 1

- Multiple choice test
- Portfolio Building

Communication Level 1

- Multiple choice test
- Portfolio Building



TECHNICAL CERTIFICATE

Technical certificates are knowledge tested qualifications, structured to meet the requirements of the Customer Service sector.

- **Employment Rights & Responsibilities**