

Customer Service Level 3

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 of 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.

- Understand customer service to improve service delivery
- Know the rules to follow when developing customer service

OPTIONAL UNITS:
6 optional units must be completed and must include at least one unit from each theme:

Impression and Image

- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Use customer service as a competitive tool
- Organise the promotion of services or products to customers

Delivery

Delivery customer service on your customer's premises

NVQ CUSTOMER SERVICE (CITY & GUILDS)

- Recognise diversity when delivering customer service
- Deliver customer service using service partnerships
- Organise the delivery of reliable customer service
- Improve the customer relationship

Handling Problems

- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process customer service complaints

Development and Improvement

- Work with others to improve customer service
- Promote continuous improvement in customer service
- Develop your own and others' customer service skills
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback



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 2

- Multiple choice test
- Portfolio Building

Communication Level 2

- Multiple choice test
- Portfolio Building



TECHNICAL CERTIFICATE

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

- **Customer Service**
- **Employment Rights and Responsibilities**