

Customer Service

NVQ Level 3



Candidates are required to demonstrate achieved competencies in accordance with these national standards. The award is validated by EDEXCEL. It will be achieved by observation of current work practices. Candidates will be assisted to assemble a Portfolio of documentary evidence to support a claim that they perform their Customer Service duties and responsibilities in a competent manner. Assessment is based on what they know and can do. Candidates will be asked to show that they are competent by providing evidence that they:

- Can perform identified tasks consistently to the required standard.
- Have appropriate knowledge and understanding of what they are doing.
- Can apply the skills in a range of different situations.

To achieve the NVQ qualification candidates must demonstrate competence in the following eight units.

Unit Code	Unit Description
7	Understand Customer Service to Improve Service Delivery
8	Know the Rules to Follow When Developing Customer Service
13	Make Customer Service Personal
15	Deal with Customers in Writing or Using ICT
26	Improve the Customer Relationship
32	Monitor and Solve Customer Service Problems
34	Process Customer Service Complaints
39	Work with Others to Improve Customer Service

After each candidate has been inducted (received appropriate advice and guidance) and eligibility for funding established, a group of candidates will follow a planned support and guidance programme. In between each session candidates will have access to support and guidance from Assessors during their on-site visits. They will also be encouraged to Network with their colleagues and in addition to this candidates will be expected to allocate themselves approximately 3 hours per week at their place of employment, to work on their Portfolio of Evidence.

The programme includes:

- Induction Session for Candidates with all programme documentation and Materials
- EDEXCEL Candidate Registration, assessment and internal verification
- On-site Assessment and unlimited candidate support via telephone and E-Mail

For further information about the delivery of this award please contact
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or email info@aureliatraining.com