



Customer Service NVQ Level 2

Delegates 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. Delegates 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. Delegates 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 understand why they are doing things.
- Can apply the skills in a range of different situations.

To achieve the NVQ qualification delegates must demonstrate competence in the following seven units.

<u>Unit Code</u>	<u>Unit Description</u>
1	Prepare Yourself to Deliver Good Customer Service
5	Provide Customer Service Within the Rules
6	Recognise and Deal With Customer Queries, Requests and Problems
9	Give Customers a Positive Impression of Yourself and Your Organisation
16	Deal With Customers Face to Face
21	Deliver Reliable Customer Service
36	Develop Customer Relationships

After each delegate has been interviewed, a group of delegates will follow the programme detailed overleaf. In between each session delegates will have access to unlimited support and guidance from Assessors and an Internal Verifier nominated by centre where they work. They will also be encouraged to Network with their colleagues.

In addition to this delegates will be expected to allocate themselves approximately 3 hours week at their place of employment, to work on their Portfolio of Evidence.

The programme includes:

- Induction Session for Candidates and Clients Assessors
- All Programme Documentation, Files and Materials
- EDEXCEL Delegate Registration
- On-site Assessment and unlimited candidate support via telephone and E-Mail
- Internal Verification

**For further information about the delivery of this award please contact
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