



Customer Service

Customer Service Levels

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	APPRENTICESHIP	ADVANCED APPRENTICESHIP
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Overview

Satisfied, well served customers are one of the keys to business success.

Who would benefit from this qualification?

This qualification is ideal if you work in a customer services department or if customer service forms part of your job role. To successfully complete this course you are expected to be working in one of the job roles outlined above and in a position to collect appropriate evidence.

It is suitable for candidates who have particular customer service and administrative job roles, who are working in customer service environments or where their role is to provide customer service.

Course Content

The Customer Service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

To successfully achieve the qualification you must be able to demonstrate the delivery of good and reliable customer service in your job role over a period of time.

Mandatory units are:

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

Optional Units can cover some of the following themes:

- Impression & Image
- Handling Problem
- Development & Improvement.

Entry Requirements:

There are no formal entry requirements for candidates undertaking this NVQ, however employers must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

