



## NVQ Levels 2 & 3 in Customer Service

West Herts College is an established OCR Centre with a proven track record for delivering high quality competence based development programmes. We offer group 'in-house' programmes or an individual programme on a one to one basis for organisations that wish to continuously improve their customer service through evaluation of their business procedures and customer feedback.

### **Overview**

Customer Service NVQs are aimed at people who are in job roles where they deliver customer service to customers. These qualifications will help employers and employees achieve and demonstrate total quality as part of a continuous customer service improvement programme.

The **level 2** qualification is suitable for you if, as part of your job role, you work with others to solve problems and support customer service improvements, have a developing knowledge of your organisation and its products and services, have limited influence over what happens at work.

The **level 3** is suitable for you if, as part of your job role, you work mainly to provide service to customers, are an experienced problem solver with good communication skills, are able to suggest and implement changes to improve customer service.

### **Structure**

Like all NVQs this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

### **What will I learn from this programme?**

Employees will benefit from:

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills
- The recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to customers
- The opportunity to improve customer retention levels

### **How do I achieve this qualification?**

For **level 2** candidates will need to complete the **two mandatory** units and choose **five optional** units.

For **level 3** candidates will need to complete the **two mandatory** units and choose **six optional** units.

### **Duration**

Duration is dependent upon the candidate's role, experience and opportunities. We anticipate candidates will complete their NVQ within 9-12 months.