

Level **2**

Level **3**

NVQ in Customer Service Level 2

This is a flexible work-based qualification that is nationally recognised. It is designed for people who want to offer improved levels of service to their customers.

Their role will require well-developed behavioral competence but scope for independent decision making and bringing about change is limited.

Entry Requirements

- Must be working for at least 16 hours per week in a role providing a level of customer service.
- Must have a contract of employment.

Funding Eligibility

We could fund or part-fund the qualification if you:

- are over 19 years old and
- have lived in the UK for 3 years or more, come from an EU member country or are a British Citizen.

For more information call the course enquiries team on 0115 9599 544.

Have you thought about an Apprenticeship? Ask our course enquiries team about this option, which includes this NVQ.

Units / Topics Covered

7 units must be completed:

2 mandatory units and five optional units.

Mandatory Units

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

Optional Units

Will be decided by you and your assessor to identify the most appropriate units for your role and setting.

Duration / Assessment

- 3–6 months
- One-to-one assessments in the workplace
- Produce a portfolio of evidence with assessor

Career Opportunities

- Retail Sales Assistant
- Receptionist
- Call Centre Operative
- Customer Support Agent /Officer

Further Study

Candidates can progress to an NVQ in Customer Service Level 3.

More Information

Call 0115 9599 544, email info@ctem.uk.com or visit www.CTEM.uk.com.

NVQ in Customer Service Level 3

This is a flexible work-based qualification that is nationally recognised. It is designed for people who want to offer improved levels of service to their customers.

It is aimed at candidates who have the scope to bring about permanent improvements in service delivery that benefit customers and the organisation for which they work. They will be working without direct supervision or on their own, though they do not need to have direct line responsibility for people.

Entry Requirements

- Must be working for at least 16 hours per week in a role providing customer service with the responsibility to make key decisions.
- Must have a contract of employment.

Funding Eligibility

We could fund or part-fund the qualification if you:

- are over 19 years old and
- have lived in the UK for 3 years or more, come from an EU member country or are a British Citizen.

For more information call the course enquiries team on 0115 9599 544.

Have you thought about an Apprenticeship? Ask our course enquiries team about this option, which includes this NVQ.

Units / Topics Covered

8 units must be completed:

2 mandatory units and 6 optional units.

Mandatory Units

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

Optional Units

Will be decided by you and your assessor to identify the most appropriate units for your role and setting.

Duration / Assessment

- 4–8 months
- One-to-one assessments in the workplace
- Produce portfolio of evidence with assessor

Career Opportunities

- Retail Shift Supervisor
- Senior Receptionist
- Customer Service Manager

Further Study

Candidates can progress to an NVQ in Management Level 4.

More Information

Call 0115 9599 544, email info@ctem.uk.com or visit www.CTEM.uk.com.

