



# Customer Service NVQ Level 2



## Course Content

This is a **7** unit qualification consisting of **2** mandatory units and **5** optional units. Optional units must include at least **1** unit from each theme (see optional units). All **7** units must be completed in order to achieve the full qualification although single unit accreditation is also available.



## Mandatory Units:

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

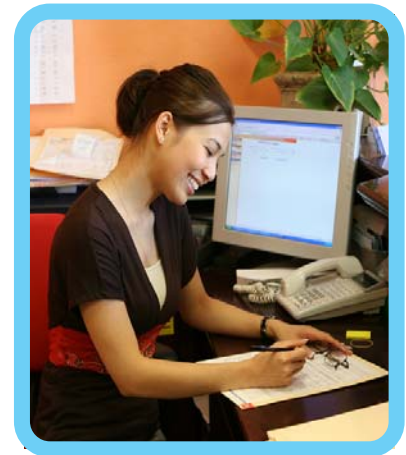
## Optional Units:

### Impression and Image

- Give customers a positive impression of yourself and your organisation
- Live up to customer service promise
- Promote additional products or services to customers
- Process customer service information
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone

### Delivery

- Deliver reliable customer service
- Deliver customer service on your customer's premises
- Recognise diversity when



delivering customer service

### Handling Problems

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

### Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service





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## Why do this course?

On completion of this course you will receive a nationally recognised qualification that proves you have attained a national level of job competence.

## How do I know if this course is suitable for me?

Your assessor will look at your job role to establish whether this qualification is suitable for you and make recommendations to which units will be most appropriate for you to do.

## Delivery

The delivery of the qualification could be via workshops, face to face on the school's premises or a combination of the two methods. This will depend upon your location and how many candidates there are in the surrounding area. STAR will inform candidates of the delivery method prior to the course starting. We will aim to meet your requirements wherever possible. In all cases you will be assigned an assessor who will be available via phone and email. You will also receive a unique username and password which allows you to gain access from our website to an e-

portal named 2Develop containing support material and training needs analysis questionnaires specifically for your qualification. The portal also provides you with an electronic continuous professional development portfolio that allows you to keep track of all your records, achievements and development needs in one flexible document. Your assessor will show you how to use this resource.

## Course Duration

An average time of completion is between 9-12 months for this course, however if you are accessing funding for this course there may be a set time limit in which you have to complete. You will be notified of this prior to commencing your course.

## To Apply

Please contact a member of our team on 01904 612 231 or return the enclosed fax back form.



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