

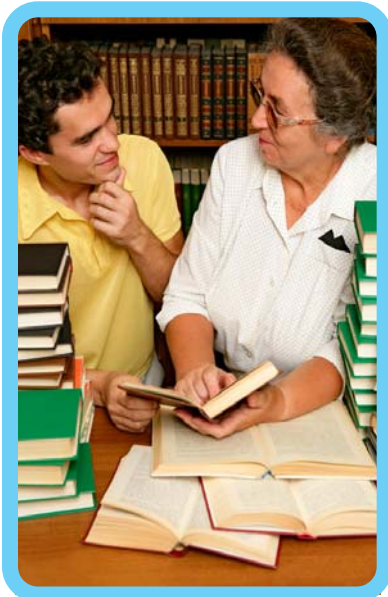


# Customer Service NVQ Level 3



## Course Content

This is an **8** unit qualification consisting of **2** mandatory units and **6** optional units. Optional units must include at least **1** unit from each theme (See optional units). All **8** units must be completed in order to achieve the full qualification although single unit accreditation is also available.



## Mandatory Units:

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

## Optional Units:

### Impression and Image

- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Use customer service as a competitive tool
- Organise the promotion of services or products to customers

### Delivery

- Deliver customer service on your customer's premises
- Recognise diversity when delivering customer service
- Deliver customer service using customer partnerships

- Organise the delivery of reliable customer service
- Improve the customer relationship

## Handling Problems

- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process customer service complaints

## Development and Improvement

- Work with others to improve customer service
- Promote continuous improvement in customer service
- Develop your own and others' customer service skills
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback





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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 12-15 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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