

Customer Service

NVQ Level 2 Framework

NVQ Level 2
A National Vocational Qualification enhances work performance

Functional Skills
(commencing September '10)
Application of Number
Level 1
Communication
Level 1

Technical Certificate
Award in
Customer Service 2

Mandatory Units

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

Optional Units

- 201 Give customers a positive impression of yourself and your organisation
- 202 Promote additional services or products to customers
- 203 Process customer service information
- 206 Go the extra mile in customer service
- 208 Deal with customers face to face
- 209 Deal with customers by telephone
- 214 Develop customer relationships
- ...and a choice of many more Optional Units

NVQ Level 3 Framework

NVQ Level 3
A National Vocational Qualification enhances work performance

Functional Skills
(commencing September '10)
Application of Number
Level 2
Communication
Level 2

Technical Certificate
Award in
Customer Service 3

Mandatory Units

- 301 Understand customer service to improve service delivery
- 302 Know the rules to follow when improving and developing customer service

Optional Units

- 205 Make a customer service personal
- 206 Go the extra mile in customer service
- 207 Deal with customers in writing or by using ICT
- 210 Deliver reliable customer service
- 211 Deliver customer service on customers' premises
- 303 Use customer service as a competitive tool
- 304 Organise the promotion of service or products
- 305 Deliver customer service using service partnerships
- 306 Organise the delivery of reliable customer service
- 307 Improve the customer relationship
- 308 Monitor and solve customer service problems
- 309 Apply risk assessment to customer service
- 310 Process customer service complaints
- 311 Work with others to improve customer service
- 312 Promote continuous improvement in customer service
- 313 Develop your own and others' customer service skills
- 314 Lead a team to improve customer service
- 315 Gather analyse and interpret customer feedback

Customer Service

What are NVQ's?

To study for a National Vocational Qualification is to learn relevant workplace skills. They range from basic work activities at level 1 to senior management at level 5. Most Apprentices work towards Level 2 or 3. NVQs meet standards set by national, employer-led organisations. As a Beneast Apprentice you typically spend one day a week in study, either in your place of work or at one of our training centres. The emphasis is on gaining practical skills and abilities.

What are Key Skills?

Key Skills are the everyday abilities all employers need from their staff. Apprentices who need help with essentials like Literacy, Numeracy and ICT will be given specialist, one-to-one coaching by Beneast to help them gain these Key Skills. These developed skills are tested via an online test, undertaken at a Beneast Training Centre or in the workplace.

What are Technical Certificates?

Technical Certificates are additional qualifications which match specific aspects of the job to boost an Apprentice's knowledge and understanding. These are nationally recognised qualifications linked to your industry needs.

How is it Delivered?

The qualification is delivered both in the workplace and within our centres by a dedicated team of Trainer/Assessors. All training is flexible and tailored to suit the individuals needs and working environment with an Individual Training Plan agreed with both the learner and employer. All learners will receive guided one-to-one and group based training to obtain necessary underpinning knowledge to complete units of their qualification. Assessors will then visit the learners workplace and carry out observations to assess competency across optional units. Learners will gather work based evidence throughout their qualification where employers will mentor and support the learner in their working environment. All learners are given a secure password protected online portfolio that they are able to access at any time and complete work. Assessors are on hand to issue guidance and support throughout the learner journey both face to face and through the online portfolio system.

Assessment

The NVQ is achieved by gathering a portfolio of evidence, using a variety of assessment methods.

