

NVQ 2 Customer Service Course Information



Who is this course for?

To take the NVQ level 2 in Customer Service you will need to be working in an environment where you have lots of contact with customers. This can be face to face or on the telephone. You will be the kind of person that enjoys working with your customers and wants to improve the way in which you look after them.

What's involved?

If you are eligible then this NVQ can be funded so there is no cost to you. Once eligibility has been determined then you will have an induction to the NVQ with one of our qualified and experienced assessors.

After the induction you will then start on the NVQ work. This involves you answering a series of customer service related questions and producing evidence such as work diaries and reflective accounts.

Whilst your working on your evidence your assessor will observe you working with your customers and write reports about the good things they see you do.

With your evidence and answers and the assessors observations you will quickly progress through the NVQ units.

What do I get from the NVQ?

You will gain a lot more skills on how to work with customers and hints and tips from our assessors on further improving your existing skills.

Remember, our assessors are experts in customer service.

Once the NVQ has been completed by you and the assessor you will then receive a NVQ Level 2 certificate from City & Guilds. This qualification is for life so there's no need to renew it ever.

How do I start?

To start and NVQ with us complete the booking form attached and send in to the address provided or call Jamie on 0115-9101472