

Customer Service Level 2

Who Are Customer Service N / SVQs For?

Customer Service NVQs are aimed at people who are in job roles where they deliver service to customers. These qualifications will help employers and employees achieve and demonstrate total quality as part of a continuous customer service improvement programme.

How Do I Achieve A N / SQV?

Like all N / SVQs, this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

How Do I Know This N / SVQ Is Best For Me?

The Level 2 Modern Apprenticeship is suitable for you if your job roles is or is similar to:

- Beauty Therapist
- Waiter
- Care Assistant
- Veterinary Nurse
- Contact Centre Operator
- Post Office Worker
- Grave Digger

What Units Do I have To Complete?

Level 3

In order to achieve a full Level 2 qualification, candidates must complete 7 units of competence, including 2 mandatory units and 5 optional units. Candidates must choose one optional unit from each group and then 1 additional optional unit from one of the groups.

Mandatory Units

Unit 101 Prepare yourself to deliver good customer service

Unit 105 Provide customer service within the rules

Optional Units

Group 1

- Unit 201 Give customers a positive impression of yourself and your organisation
- Unit 202 Promote additional services or products to customers
- Unit 203 Process customer service information
- Unit 204 Live up to the customer service promise
- Unit 205 Make customer service personal
- Unit 206 Go the extra mile in customer service
- Unit 207 Deal with customers in writing or using ICT
- Unit 208 Deal with customers face to face
- Unit 209 Deal with customers by telephone

Group 2

- Unit 210 Deliver reliable customer service
- Unit 211 Deliver customer service on your customers' premises
- Unit 212 Recognise diversity when delivering customer service

Group 3

- Unit 106 Recognise and deal with customer queries, requests and problems
- Unit 213 Resolve customer service problems

Group 4

- Unit 214 Develop customer relationships
- Unit 215 Support customer service improvements
- Unit 216 Develop personal performance through delivering customer service

Customer Service Level 2 Modern Apprenticeship

You Must Achieve

Level 2 Customer Service (7 units))

Plus

TWO UNITS from any other single N / SVQ at Level 2 or Level 3

Plus the following Core Skills:

Communication	-	Level 3
Numeracy	-	Level 3
Problem Solving	-	Level 3
Information Technology	-	Level 3
Working with Others	-	Level 3