



## NVQ Level 2 Customer Service

### Target Audience & Prerequisites

This level 2 qualification is suitable for all types of office based candidates who currently work within a customer interfacing capacity. Customer service is one of the most important areas for a businesses and this qualification will help to assess and accredit your staff to a nationally recognised qualification. There are no formal pre entry requirements for this qualification and successful candidates can realistically achieve the full NVQ in less than 12 months.

### Course Outline

The NVQ is made up of 7 work related units. The units are designed to cover all aspects of the customer journey and measure a personal capability and job competency in the chosen areas. Candidates will complete 2 mandatory units and 5 optional units on their way to achieving this qualification.

### Accreditation & Reward

Following successful completion, candidates will be awarded a nationally recognised certificate of completion, approved by City & Guilds and will have the opportunity to attend the formal presentation ceremony at the Textile Centre of Excellence. Opportunities for further progression are available and might include:

- NVQ Level 3 in Customer Service
- NVQ Level 2 or 3 Business & Administration
- ILM Level 3 Award in First Line Management

<b>Course Delivery:</b>	Assessed in the workplace by TCOE qualified assessors
<b>Venue:</b>	Onsite or at TCOE – subject to Employer requirements
<b>Duration:</b>	Approximately 10-12 months dependant on candidate experience
<b>Cost:</b>	No cost to eligible learners through Train to Gain £1,245.00 + VAT per candidate without funding
<b>Course Dates:</b>	Candidates can begin this NVQ at any point in the calendar year.
<b>Contact:</b>	Angela Keenan or a member of the Training & Learning Team



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