

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

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



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City & Guilds
Approved Centre

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