



NVQ Level 2 Certificate in Customer Service (QCF)

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 work related units with a minimum credit value of 28. 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 worth 8 credits and optional units to the value of 20 credits 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 6 months dependant on candidate experience
Course Dates:	Candidates can begin this NVQ at any point in the calendar year.
Contact:	Angela Keenan or a member of the Training & Learning Team



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NVQ LEVEL 2 CERTIFICATE IN CUSTOMER SERVICE (CITY & GUILDS 4430-02)

City & Guilds Unit Number	Mandatory Units	QCF Level	Credit Value	GLH
4430-101	Communicate using customer service language (F1)	1	4	30
4430-201	Follow the rules to deliver customer service (F2)	2	4	30
City & Guilds Unit Number	Optional Group 1 – Impression and Image	QCF Level	Credit Value	GLH
4430-102	Maintain a positive and customer-friendly attitude (A1)	1	5	33
4430-103	Adapt your behaviour to give a good customer service impression (A2)	1	5	33
4430-202	Communicate effectively with customers (A3)	2	5	33
4430-203	Give customers a positive impression of yourself and your organisation (A4)	2	5	33
4430-204	Promote additional services or products to customers (A5)	2	6	40
4430-205	Process information about customers (A6)	2	5	33
4430-206	Live up to the customer service promise (A7)	2	6	40
4430-207	Make customer service personal (A8)	2	6	40
4430-208	Go the extra mile in customer service (A9)	2	6	40
4430-209	Deal with customers face to face (A10)	2	5	33
4430-210	Deal with incoming telephone calls from customers (A11)	2	5	33
4430-211	Make telephone calls to customers (A12)	2	6	40
4430-303	Deal with customers in writing or electronically (A13)	3	6	40
4430-304	Use customer service as a competitive tool (A14)	3	8	53
4430-305	Organise the promotion of additional services or products to customers (A15)	3	7	47
4430-306	Build a customer service knowledge set (A16)	3	7	47
City & Guilds Unit Number	Optional Group 2 - Delivery	QCF Level	Credit Value	GLH
4430-104	Do your job in a customer-friendly way (B1)	1	5	33
4430-212	Deliver reliable customer service (B2)	2	5	33
4430-213	Deliver customer service on your customer's premises (B3)	2	5	33
4430-214	Recognise diversity when delivering customer service (B4)	2	5	33
4430-215	Deal with customers across a language divide (B5)	2	8	53
4430-216	Use questioning techniques when delivering customer service (B6)	2	4	27
4430-217	Deal with customers using bespoke software (B7)	2	5	33
4430-218	Maintain customer service through effective hand over (B8)	2	4	27
4430-307	Deliver customer service using service partnerships (B9)	3	6	40
4430-308	Organise the delivery of reliable customer service (B10)	3	6	40
4430-309	Improve the customer relationship (B11)	3	7	47
City & Guilds Unit Number	Optional Group 3 – Handling Problems	QCF Level	Credit Value	GLH
4430-105	Recognise and deal with customer queries, requests and problems (C1)	1	5	33
4430-105	Take details of customer service problems (C2)	1	4	27
4430-219	Resolve customer service problems (C3)	2	6	40
4430-220	Deliver customer service to difficult customers (C4)	2	6	40
4430-310	Monitor and solve customer service problems (C5)	3	6	40
4430-311	Apply risk assessment to customer service (C6)	3	10	67
4430-312	Process customer service complaints (C7)	3	6	40
City & Guilds Unit Number	Optional Group 4 – Development and Improvement	QCF Level	Credit Value	GLH
4430-221	Develop customer relationships (D1)	2	6	40
4430-222	Support customer service improvements (D2)	2	5	33
4430-223	Develop personal performance through delivering customer service (D3)	2	6	40
4430-224	Support customers using on-line customer services (D4)	2	5	33
4430-225	Buddy a colleague to develop their customer service skills (D5)	2	5	33
4430-226	Develop your own customer service skills through self-study (D6)	2	6	40
4430-227	Support customers using self-service technology (D7)	2	5	33
4430-313	Work with others to improve customer service (D8)	3	8	53
4430-314	Promote continuous improvement (D9)	3	7	47
4430-315	Develop your own and others' customer service skills (D10)	3	8	53
4430-316	Lead a team to improve customer service (D11)	3	7	47
4430-317	Gather, analyse and interpret customer feedback (D12)	3	10	67
4430-318	Monitor the quality of customer service transactions (D13)	3	7	47

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