



## NVQ Level 3 Customer Service

### Target Audience & Prerequisites

The level 3 qualification is suitable for all types of office based candidates currently working within a customer interfacing capacity. Staff are assessed against the national occupational standards for effective service delivery. Initial assessment will take place to identify a candidate's role to ensure the level 3 programme is appropriate. The assessment considers previous qualifications and practical experience. There is no formal pre entry requirement for this qualification and successful candidates can realistically achieve the full NVQ in 12-18 months.

### Course Outline

The NVQ is made up of **8** work related units. The units are designed to cover all aspects of the customer journey and measure a person's capability and job competency in the chosen areas. Candidates will complete 2 mandatory units and 6 optional units on their way to achieving this qualification.

### Accreditation & Reward

Following successful completion, candidates will be awarded a nationally recognised certificate 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 4 in Customer Service
- NVQ Level 3 in 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 12-18 months dependant on candidate experience
<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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Tel: (01484) 346500

Fax: (01484) 346501

Email: [angelakeenan@textile-training.com](mailto:angelakeenan@textile-training.com)

Web: [www.textilehouse.co.uk](http://www.textilehouse.co.uk)

Huddersfield & District Textile Training Co Ltd, subsidiary Huddersfield Textile Training Ltd  
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