

## Programme Outline: Customer Service NVQ Level 3

Duration: 20—32 weeks

Ref 004

Venue: In the employee's workplace.

Date/Time: Dates and times suit learner, your employer the assessor.



### Programme and Content:

- Induction—Introduction to Institute of Leadership and Management. What is an NVQ? Health and Safety, Study skills, Registration and paperwork, Completion of CV Exercise, Organisational structure, Job description, Identification of organisational and personal objectives. Assignment and Action Plan for Initial evidence collection.
- Training session—**Prepare yourself to deliver good customer service within the rules**
- Development of Individual Learning Plan / Action Plan. Training on Team Development and Communication, allocating and checking work and assignment set for carrying out Team Briefing to be observed. Assessment Plan agreed.
- 1 to 1 Assessments.  
Each learner to have a 1 to 1 session with tutor/assessor to review own self development and portfolio progress and evidence. Action Plan for further work to be agreed and set.
- 1 to 1 Observation Assessments.  
Each learner to have a 1 to 1 session with tutor/assessor to review own self development and portfolio progress and evidence. Action Plan for further work to be agreed and set.
- Training session—**Impression, Image and Delivery of Customer Service.**  
Review of learning and assignments, update of Learning Plan / Action Plan on assessments of Prepare yourself to deliver good customer service. Review of learning and set assignments for future units.
- 1 to 1 Assessments.  
Each learner to have a 1 to 1 session with tutor/assessor to review own self development and portfolio progress and evidence. Action Plan for further work to be agreed and set.
- 1 to 1 Observation Assessments.  
Each learner to have a 1 to 1 session with tutor/assessor to review own self development and portfolio progress and evidence. Action Plan for further work to be agreed and set.
- Training session—**Handling Problems, Develop and Improve**
- Review of learning and assignments, update of Learning Plan / Action Plan on assessments of Prepare yourself to deliver good customer service. Review of learning and set assignments for future units.
- 1 to 1 Observation Assessments.  
Each learner to have a 1 to 1 session with tutor/assessor to review own self development and

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Issued 24th February 2010. *If you would like this information in another format please let us know your requirements.*



## Introduction to Qualification

An NVQ (National Vocational Qualification) is a qualification that assesses someone's competence (that is the skills, knowledge and understanding they have) within a work situation. NVQs are based on the national occupational standards that describe the level and breadth of performance expected of individuals whose work involves Customer Service practices. These NVQs are based on the national occupational standards developed by the Institute of Customer Service (ICS). They are the government approved body who set the standards for the Customer Service sector.

To achieve this qualification, candidates must achieve 8 units made up of 2 mandatory units and 6 optional units (including at least one unit from each theme).



### Mandatory units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

### Optional units

#### Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

#### Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

#### Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

#### Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

### Training Approach:

All training sessions will be participative and interactive.

### Assessment Approach:

To successfully gain the NVQ Level 3 in Customer Care, delegates must successfully demonstrate competence in each of the modules and produce portfolio of evidence.



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