

Programme Outline: Customer Service NVQ Level 2

Duration: 18—24 weeks (Ref 003)

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

Venue: In the trainee's workplace.

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.
- 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.
- 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 portfolio progress and evidence. Action Plan for further work to be agreed and set.
- Final Portfolio Assessment

In addition to the tutor / assessment sessions, learners will be allocated key tasks and assignments and should expect to spend at least 2 hours a week on this guided learning.



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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.



Mandatory units

- 1 Prepare yourself to deliver good customer service
- 5 Provide customer service within the rules

Theme: Delivery
Choose at least ONE from the following

Optional units

Theme: Impression and Image
Choose at least ONE from the following

- 9 Give customers a positive impression of yourself and your organisation
- 10 Promote additional services or products to customers
- 11 Process customer service information
- 12 Live up to the customer service promise
- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 16 Deal with customers face to face
- 17 Deal with customers by telephone

- 21 Deliver reliable customer service
- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service

Theme: Handling Problems
Choose at least ONE from the following

- 26 Recognise and deal with customer queries, requests and problems
- 31 Resolve customer service problems

Theme: Development and Improvement
Choose at least ONE from the following

Training Approach:

All training sessions will be participative and interactive.

Assessment Approach:

To successfully gain the NVQ Level 2 in Customer Care, delegates must successfully demonstrate competence in each of the modules and produce portfolio of evidence.

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