



Customer Service

The ability to provide excellent customer service is a great selling point for any business and in most markets it is increasingly expected by customers.

A Customer Service qualification will help you to become more competent in your job role and therefore more confident in the service you offer.

Working in customer service can involve dealing with people face-to-face, over the phone or online. Whichever medium your business uses, the key to excelling is to efficiently deal with complaints and provide clear solutions to problems in a friendly and helpful manner.

The qualification not only explores how to excel in these key areas, but also helps you to perfect your communication and people skills, putting you in a great position for future career progression.

Entry Requirements

Although there are no formal requirements for entry to an NVQ or Apprenticeship programme, in order to succeed and get the most out of the programme, you need to be enthusiastic, committed and hardworking.

Length of Programme

There is no set timescale for our programmes as it depends on the individual make-up of your qualification (unit selection), the support of your employer and your ability, however, the majority of learners complete their programme within 12 months.

Core Elements - Level 2

NVQ

An NVQ requires you to successfully complete a number of units. At Customer Service Level 2, there are two mandatory units and five optional units (at least one from each theme).

Mandatory Units

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



Optional Units

Impression and Image

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

Delivery

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

Handling Problems

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

Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service



Core Elements - Level 3

NVQ

An NVQ requires you to successfully complete a number of units. At Customer Service Level 3, there are two mandatory units and six optional units (at least one from each theme).

Mandatory Units

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

Optional Units

Impression and Image

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

Delivery

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

Handling Problems

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

Development and Improvement

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

Apprenticeship Framework

1. NVQ

In appropriate vocational subject.

2. Key Skills

Key Skills cover a wide range of essential skills relating to the tasks you carry out on a daily basis. There are six Key Skills common to all Apprenticeships; Communication, Application of Number, Information Technology, Working with Others, Improving Own Learning and Performance, and Problem Solving. However, you will only need to complete those most relevant to you.

3. Technical Certificates

Technical Certificates (TCs) are qualifications aimed at developing your skills and knowledge in the technical aspects of your job. Complementing the other elements, TCs focus on job theory and help you acquire valuable skills useful to your role's daily function.

For further information
please call:

0121 601 6716

www.asaapprenticeship.com