



Customer Services

NVQ Level 2

Course Overview

Within the UK alone, employment in customer service is projected to increase to well over 500,000 employees by 2014. Excellent customer service can help define a business and is of the utmost importance to its customers.

Demands are being placed on companies to deliver service excellence as the commercial landscape becomes more and more competitive.

Employees working within the customer service environment therefore increasingly need to demonstrate high levels of personal effectiveness.

Customer Services NVQ Level 2 is an accredited NVQ and can be completed in an intensive period.

This training is available for those who are employed in a customer services role and would like to develop their skills and competences further.

Course Content

The course covers the key themes of customer service under the following subject areas:

- Preparing yourself to deliver good customer service
- Provide customer service within the rules.
- Give customers a positive impression of yourself and your organisation
- Process customer service information
- Deliver reliable customer service
- Recognise and deal with customer queries, requests and problems
- Personal performance through delivering customer service

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Training & Assessment:

Training will consist of workshops run half a day per week in the afternoon or evenings for eight weeks and will include four on-site assessments within the workplace for two hours each. A tutor and assessor will be assigned for the length of the course.

Further assessment will include:

- In-class written assignments to demonstrate knowledge and understanding
- Observations in your work place to demonstrate your understanding and competency
- A set of customer services simulation projects with a defined number of tasks to complete based on experience from your work place
- Professional discussions (a recorded audio session)
- Simulations within the classroom and within a realistic working environment.

Entry Requirements:

- Candidates will be selected on successful completion of an interview, assessment and screening.
- Candidates need to have numeracy and literacy at level 1 due to the volume of written work in this qualification.
- Candidates need to be employed in a role where you are practising customer services either internally within an organisation or externally to customers. Candidates will be required to demonstrate this by completing a subject specific skills scan to ensure their job role is appropriate for the programme they will be undertaking. Examples of the type of roles that would be appropriate include those who are working in a customer services environment or providing a service to customers.

Enrolment:

To enrol, candidates are required to attend a recruitment day for interview, assessment and screening.

Interested?

If you'd like to find out more or enrol please call 020 8439 8937 or email employers@racc.ac.uk to speak to one of our Skills for Business Team members.

Fees:

Based upon eligibility of the candidate subject to initial assessment and screening.

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