

**NVQ Level 2 in**

# **Customer Service**

Hands on, Tutor-Led training at:

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The certification is appropriate for professionals who are already in employment, wishing to further their business career and create a wider range of opportunities. Individuals who invest in their skills now will be making a sound investment towards their future.



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**The Financial  
Training  
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# NVQ Level 2 in Customer Service



The Level 2 NVQ is designed for staff who are responsible for delivering customer service and who interact directly with the customer, for example sales or retail staff, staff working on service desks, call centre staff

## Course Contents

You must achieve both of these units:

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

You must then decide on another 5 units from each of these themes:

- Impression and image
- Delivery
- Handling Problems
- Development and improvement

## Assessment

The NVQ Level 2 in Customer Service will be based on the candidates portfolio.

To achieve the whole qualification at Level 2, you must prove competence in two mandatory units and five option units. At least one option unit should be taken from each theme.

## Formalities and Recognition

Offered/Awarded by: Edexcel

<http://www.edexcel.com/quals/nvq/custserv/Pages/default.aspx>

## The Training

The NVQ is designed to be delivered in the workplace.

## Qualification Received

At the end of the course the candidate will gain a nationally recognised certificate for the NVQ Level 2 in customer Service.

Minimum of 10  
Weeks