

EDI Level 2 NVQ Certificate in Customer Service

The aim of this qualification is to contribute to the skills, knowledge and overall performance of the industry's workforce in a wide variety of organisations. It provides an insight into the principles and processes of the delivery of customer service and will aid career progression.

This qualification is perfect for you if you work in one of the following roles: Customer Adviser, Contact Centre Operator, Customer Service Adviser (Post Office), Customer Service Assistant/Manager, Hotel Receptionist, Local Government Customer Services Officer, Medical Receptionist or Police Front Office Staff.

If this qualification is taken as part of an Apprenticeship it will also include: Level 2 Certificate in Customer Service (QCF) and Functional Skills (Maths and English).

Your framework details

The Framework comprises:

To achieve the Level 2 NVQ Certificate in Customer Service (QCF) candidates must achieve a **minimum of twenty eight credits**.

- Eight credits must be achieved from completion of both mandatory units
- The learner must achieve twenty credits by completing a minimum of one unit from each optional group
- A minimum of eleven credits must be at level 2

The unit headings are:

<p>Mandatory Units – Group A</p> <ul style="list-style-type: none"> • Communicate using customer service language (4 credits) • Follow the rules to deliver customer service (4 credits)
<p>Optional Units – Group B</p> <p>B1 – Impression and Image</p> <ul style="list-style-type: none"> • Maintain a positive and customer-friendly attitude (5 credits) • Deal with customer face to face (5 credits) • Deal with incoming telephone calls (5 credits) • Make telephone calls to customers (6 credits) • Deal with customers in writing or electronically (6 credits) • Use customer service as a competitive tool (8 credits) • Organise the promotion of additional services or products to customers (7 credits) • Build a customer service knowledge set (7 credits) • Adapt your behaviour to give a good customer service impression (5 credits) • Communicate effectively with customers (5 credits) • Give customers a positive impression of yourself and your organisation (5 credits) • Promote additional services or products to customers (6 credits)

- Process information about customers (5 credits)
- Live up to the customer service promise (6 credits)
- Make customer service personal (6 credits)
- Go the extra mile in customer service (6 credits)

B2 – Delivery

- Do your job in a customer friendly way (5 credits)
- Organise the delivery of reliable customer service (6 credits)
- Improve the customer relationship (7 credits)
- Deliver reliable customer service (5 credits)
- Deliver customer service on your customer's premises (5 credits)
- Recognise diversity when delivering customer service (5 credits)
- Deal with customers across a language divide (8 credits)
- Use questioning techniques when delivering customer service (4 credits)
- Deal with customers using bespoke software (5 credits)
- Maintain customer service through effective handover (4 credits)
- Deliver customer service using service partnerships (6 credits)

B3 – Handling problems

- Recognise and deal with customer queries, requests and problems (5 credits)
- Take details of customer service problems (4 credits)
- Resolve customer service problems (6 credits)
- Deliver customer service to difficult customers (6 credits)
- Monitor and solve customer service problems (6 credits)
- Apply risk assessment to customer service (10 credits)
- Process customer service complaints (6 credits)

B4 – Development and Improvement

- Develop customer relationships (6 credits)
- Develop your own and others' customer service skills (8 credits)
- Lead a team to improve customer service (7 credits)
- Gather, analyse and interpret customer feedback (10 credits)
- Monitor the quality of customer service transactions (7 credits)
- Support customer service improvements (5 credits)
- Develop personal performance through delivering customer service (6 credits)
- Support customers using on-line customer services (5 credits)
- Buddy a colleague to develop their customer service skills (5 credits)
- Develop your own customer service skills through self-study (6 credits)
- Support customers using self-service technology (5 credits)
- Work with others to improve customer service (8 credits)
- Promote continuous improvement (7 credits)

Resources Available

Ask ELLE (Electronic Learning Library Experience)

Ask ELLE is a unique learning resource site and can be accessed at any time via the Protocol Skills website. Simply go to www.protocol-skills.co.uk and select Ask ELLE. You will be asked for your

user name and password (you will be given these details by your Training Assessor). You will be introduced to Ask ELLE on your induction but if you have any questions – just ask!

Entry requirements

Eligibility criteria apply, please contact us for more information.

How long will it take?

There are no fixed periods for completion, however depending on experience most participants complete within 12 months.

For more information...

If you would like advice on other work-based learning programmes, methods of delivery and eligibility for funding please contact us to talk to a Protocol Skills advisor.

Call us on 0845 071 9011, email us at info@protocol-skills.co.uk or visit www.protocol-skills.co.uk