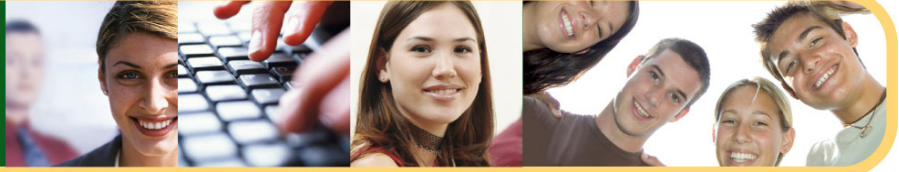


smart people:  
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## **NATIONAL VOCATIONAL QUALIFICATIONS**

### **Who needs an NVQ?**

Anyone in the workplace. NVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone and there are no entry requirements necessary.

### **What is the purpose of an NVQ?**

NVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. NVQ units encompass a wide range of related work topics.

### **What are the benefits of an NVQ?**

#### **An employee will benefit by**

- Having more understanding of their responsibilities
- An opportunity to develop new skills
- Accreditation of current skills

#### **An employer will benefit by**

- More developed staff giving better performance
- More staff motivation
- Better service to clients

## **Customer Service – Level 2**

To achieve a full award, candidates must achieve **7 units** made up of **2 mandatory units** & **5 optional units**, at least 1 unit from each theme.

### **Mandatory Units**

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

### **Optional Units**

#### **Theme: 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 the 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

#### **Theme: Delivery**

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

#### **Theme: Handling Problems**

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

#### **Theme: Development and Improvement**

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