

smart people:  
think minerva



## 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 3

To achieve a full award, candidates must achieve **8 units** made up of **2 mandatory units** & **6 optional units**, at least 1 unit from each theme.

### Mandatory Units

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

### Optional Units

#### Theme: 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

#### Theme: 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

#### Theme: Handling Problems

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

#### Theme: 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