

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 4

To achieve a full award, candidates must achieve **9 units** made up of **2 mandatory units** & **7 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

- Use customer service as a competitive tool
- Champion Customer Service

#### Theme: Delivery

- Maintain and develop a healthy and safe customer service environment
- Plan, organise and control customer service operations
- Evaluate the quality of customer service
- Build and maintain effective customer relations

#### Theme: Handling Problems

- Apply risk assessment to customer service
- Handle referred customer complaints

#### Theme: Development and Improvement

- Lead a team to improve customer service
- Implement quality improvements to customer service
- Plan and organise the development of customer service staff
- Develop a customer service strategy for an area
- Work as a member of a team to deliver seamless customer service
- Manage a customer service award programme.