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## NVQ Level 2 in Customer Service

### Course summary

Learn how to improve your communications with customers, ensuring you always make a good impression in your dealings. The NVQ Level 2 in Customer Service is a flexible course offered through LearnInvicta Limited and is accredited through City & Guilds. The qualification will help employers and employees achieve and demonstrate total quality as part of a continuous customer-service improvement programme.

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### Prerequisites

There is no prescribed recommended prior knowledge, attainment or experience needed, however it is recommended that potential candidates are assessed on entry for numeracy, literacy, communication and sector understanding skills. Candidates must be employed within the industry or in a realistic working environment.

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### Course description

The Level 2 qualification is for candidates who can do a range of work activities, some of which are complicated and non-routine. The candidate may take responsibility for working on their own, but also work as part of a team. This qualification is aimed at those working in any of the following roles or roles similar: Beauty Therapist; Waiter; Care Assistant; Veterinary nurse; Contact centre operator; Post office worker; Receptionist; Retail/Service assistant. This qualification is made up of several units. The units have been grouped into themes and candidates must complete 7 units to gain this award. There are two mandatory units and five optional units, at least one optional unit from each theme must be completed.

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### Assessment method

Assessment will be carried out by a qualified NVQ assessor which will include; Observation of workplace activities; Product evidence; Questions; Witness statements.

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### Study type and Venue

This can be a customised course, which can be delivered at locations of your convenience dependant on numbers.

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### Target audience

This qualification is designed for those individuals whose roles contribute to an area of service delivery.

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### Course duration and start details

Different durations available, with start dates by arrangement.

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### Language

Courses are taught in English

For more information please contact

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