

## NVQ Level 3 in Customer Service

### Course summary

NVQ Level 3 in Customer Service is a flexible course offered through LearnInvicta Limited. Accredited through City & Guilds.

### 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. The initial assessment will also consider previous qualifications and practical experience. Candidates must be employed within the industry or in a realistic working environment.

### Course description

The Level 3 qualification is for candidates who can undertake a wide range of work activities, most of which are complicated and non-routine but can work on their own. This qualification is aimed at those working in any of the following roles or roles similar to these: Medical receptionist, lead secretary, leader or supervisor. This qualification is made up of units. The units have been grouped into themes and candidates must complete 8 units to gain this award. There are two mandatory units and six optional units, at least one optional unit from each theme must be completed.

### Assessment method

Assessment will be carried out by a qualified NVQ assessor which will include; Observation of workplace activities, Product evidence, Questions, Witness statements, Accreditation of Prior Achievements and Learning.

### Target audience

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

### Study type and Venue

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

### Course duration and start details

Different durations available, with start dates by arrangement.

### Language

Courses are taught in English.

**For more information please contact**

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