

Section F: Customer Service

NVQ Level 2 Customer Service

Qualification
Level 2

Awarding Body
OCR

Programme Overview

For this qualification, candidates need to demonstrate that they can give customers a positive impression of themselves and the organisation; deliver reliable customer service; develop customer relationships and resolve customer service problems.

Units include:

- Support customer service improvements;
- Develop personal performance through delivering customer services;
- Promote additional products and services to customers;
- Process customer service information.

Programme Structure

To complete this qualification, candidates will need to complete five units – four mandatory and one optional.

The commitment involved in gaining this NVQ will include attending up to 4 workshops and we recommend that candidates spend **at least** 2 hours per week producing work/evidence outside workshop time.

Target Group

This NVQ is aimed at people whose job role is to deliver services to customers and who can make suggestions to improve services to those who have the responsibility to bring about improvements. On completion of this qualification candidates can progress on to Level 3.

Entry Requirements

In order to be able to meet the requirements for this NVQ, candidates must be able to show that they do **all** of the following activities in their day-to-day job role:

- Communicate with customers face to face and/or over the telephone on a regular basis.
- Deliver reliable and consistent services to a variety of customers.
- Make customers aware of products and services and meet their needs and expectations.
- Identify customer service problems, select solutions and assist in implementing them.

Candidates should also have several of the following:

- Opportunities to influence within the boundaries of the job role.
- A basic knowledge of the organisation's systems and procedures.
- The ability to work with colleagues and managers to overcome problems.
- A developing knowledge about the products and services of the organisation and a willingness to refer to and work with others to overcome customer problems.
- The ability to work as a team member to help and support initiatives.

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Section F: Customer Service

NVQ Level 3 Customer Service

Qualification
Level 3

Awarding Body
OCR

Programme Overview

For a Level 3 qualification, candidates will need to demonstrate that they can organise, deliver and maintain reliable customer service; improve customer relationships; work with others to improve customer service; monitor and solve customer service problems and promote continuous improvement.

Candidates will also choose from the following units:

- Develop your own and others customer service skills;
- Organise and promote products and services to customers;
- Lead the work of teams and individuals to improve customer service.

Programme Structure

To complete this qualification, candidates will need to complete six units – five mandatory and one optional.

The commitment involved in gaining this NVQ will include attending up to 6 workshops and we recommend that candidates spend **at least** 3 hours per week producing work/evidence outside workshop time.

Target Group

This NVQ will be suitable for those who work in job roles where customer service is an important part of the work. Candidates do not have to be carrying out a particular customer service job role. For this NVQ the real work situation must give candidates the chance to bring about permanent improvements in service delivery. The improvements introduced must benefit customers and the organisation. A customer is 'anyone you provide a service to'. This could be someone within the organisation (an internal customer) or someone outside the organisation (an external customer).

Entry Requirements

To meet the requirements of this NVQ, candidates should be able to answer **yes** to the following questions:

- Can I influence what happens at work?
- Do I use my organisation's rules and systems flexibly to deliver good service?
- Do I question the way things are done and suggest improvements?
- Do I have excellent communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer?
- Am I aware of the commercial or other pressures facing my organisation?

Candidates should also have several of the following:

- High levels of opportunity to influence, though not necessarily in a management or supervisory capacity;
- Have been with their organisation long enough to know how to use the rules flexibly to get things done and how to give good service 'despite the systems';
- Confidence to question the way things are done and the ability to suggest alternatives;
- Excellent communication skills and the ability to remain calm and professional under pressure;
- Sensitivity to customer needs and the desire to put the customer first.

Quality training
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Section F: Customer Service

NVQ Level 2 Contact

Centre Operations

Qualification
NVQ Level 2

Awarding Body
OCR

Programme Overview

For this qualification, candidates will be asked to demonstrate how they develop personal and organisational effectiveness and then choose optional units that best suit their work situation and job role from a wide choice including customer service; communication skills; systems and technology; sales and customer acquisition, for example.

Programme Structure

To achieve a full award at Level 2, candidates must achieve a minimum of 100 Unit Values. Candidates must achieve two mandatory units and then choose several optional units.

For this qualification there is little or no workshop time required. Therefore, most of the support offered by InTrain for this qualification is on a one-to-one basis with the candidate, listening to and observing calls, asking the candidate to answer questions and involvement in evidence generation. It will take up to 6 months to complete this qualification.

Target Group

These NVQs are designed to reflect the work of individuals in the UK who are working in occupations that require interaction with customers via electronic methods.

Candidates should be working in a company whose main business is a Contact Centre or in the Contact Centre department of a company in another business area. This could encompass both large enterprises and small or medium enterprises (SMEs).

Entry Requirements

To take up this NVQ the majority of a candidate's work must be spent dealing with people over the telephone or other electronic methods. They may be working in a number of environments and dealing with incoming and/or making enquiries.

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Section F: Customer Service

NVQ Level 3 Contact Centre Professionals

Qualification
NVQ Level 3

Awarding Body
OCR

Programme Overview

As for the Level 3 qualification, candidates will be assessed against the following criteria:

- How they develop their personal and organisational effectiveness;
- How they ensure Health & Safety in ICT and Contact Centres.

Further units will cover topics like Customer Care; Performance Management; and supervising staff resources for a Contact Centre, for example.

Programme Structure

To achieve a full award at Level 3, candidates must achieve a minimum of 180 Unit Values. Candidates must achieve two mandatory units and then choose the optional units that best suit their work situation and job role.

Due to the nature of call handling, there is little or no workshop time required for this qualification. Therefore, most of the support offered by InTrain is on a one-to-one basis, listening to contacts and observing candidates, with some questioning of individuals and evidence generation required. It will take up to 9 months to complete this qualification.

Target Group

These NVQs are designed to reflect the work of individuals in the UK who are working in occupations that require interaction with customers via electronic methods, and the management and operation of such facilities.

Candidates should be working in a company whose main business is a Contact Centre or in the Contact Centre department of a company in another business area. This could encompass both large enterprises and small or medium enterprises (SMEs).

Entry Requirements

Candidates could be working within a range of environments but the majority of their role should be spent dealing with customers, suppliers etc. using electronic communications tools making outgoing and/or taking enquiries.

Quality training
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Section F: Customer Service

NVQ Level 4 Contact Centre Professionals

Qualification
NVQ Level 4

Awarding Body
OCR

Programme Overview

To successfully complete the NVQ Level 4, a candidate will need to demonstrate that they can competently manage performance and staff resources; implement improvements in their work; manage change; manage the use of physical and financial resources; develop teams; chair and participate in meetings; implement quality procedures; manage projects effectively and develop operational objectives.

Programme Structure

To achieve a full award at Level 4, candidates must achieve a minimum of 280 Unit Values. Candidates must achieve two mandatory units and then choose the optional units that best suit their work situation and job role.

Due to the nature of this NVQ, there is little or no workshop time required for this qualification. Therefore, most of the support offered by InTrain is on a one-to-one basis, listening to contacts and observing performance, asking the candidate to answer questions and involvement in evidence generation sessions. It will take approximately 12 months to complete this qualification.

Target Group

These NVQs are designed to reflect the work of individuals in the UK who are working in occupations that require interaction with customers via electronic methods, and the management and operation of such facilities.

Entry Requirements

Candidates should be working in a company whose main business is a Contact Centre or in the Contact Centre department of a company in another business area. This could encompass both large enterprises and small or medium enterprises (SMEs).

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