

NVQ Programme Outline:

Customer Service Level 2

Course Title:	Customer Service Level 2
Overview:	This programme is aimed at you if your role includes providing customer service or customer care in the workplace by interacting directly with customers.
Course content:	Completion of 7 units in total, 2 mandatory units: <ul style="list-style-type: none">• Prepare yourself to deliver good customer service• Provide customer service within the rules Plus 5 optional units
Methods used:	<ul style="list-style-type: none">• Underpinning Knowledge Sessions• Observation• Reflective Accounts• Witness Statements• Professional Discussion• Questioning• Work Products All 'real' Work Assessments
Venue:	Learners Workplace
Course Duration:	Approximately 4-6 Months
Certificate:	Edexcel NVQ Customer Service Level 2