

INTRODUCTION

What is an NVQ?

National Vocational Qualifications are occupation based qualifications which are developed using the National Occupational Standards (NOS). They are work-related, competency based qualifications which are designed specifically to define specific occupations.

Widely recognised by employers, NVQs are often used as the main focus of training as they demonstrate that an employee has the skills and knowledge necessary to perform competently and successfully. Our courses are assessed entirely in the workplace and employees are required to develop a portfolio of evidence that shows them carrying out work activities to an NVQ standard.

The Customer Service NVQs are among the most popular vocational qualifications in the UK. Over 550,000 candidates have registered for them since their launch and over 200,000 qualifications have been awarded. On average, 12,000 new candidates register every quarter.

The popularity of the Customer Service NVQs is a result of the rapid growth in demand from employers for staff with well developed customer service skills. Labour market information repeatedly confirms this trend. Also, the customer service qualifications have been designed for use across all sectors - private, public and voluntary- and in all job roles which include customer service responsibilities. Customers may be either "external" or "internal".

Why choose a Customer Service NVQ?

Customer Service skills are essential to many occupations. Employers recognise the importance of these skills and rate them as some of the most difficult to recruit for.

Vocational Qualifications are a great way of boosting skills and knowledge within the work place whilst creating a more competent and effective workforce. Of course, we think that everyone should take a Customer Service NVQ but you might think us biased. Here are 10 good reasons to take up a Vocational Qualification:

- NVQs in Customer Service attract amongst the highest number of candidates in the UK
- NVQs develop employees into more motivated, better skilled and more flexible workers.
- NVQs reduce the margin of service issues resulting in fewer dissatisfied customers and clients.
- NVQs provide a benchmark to evaluate business performance against national standards.
- Provide a base for identifying organisational policies, procedures and systems as well as training analysis for employees, departments and entire organisations.
- NVQs link with other quality initiatives such as IIP, EFQM and ISO.
- NVQs support personnel departments in carrying out job analysis, designing job descriptions, recruiting new and training existing staff, designing appraisal and reward systems.
- Improved customer service practices result in significant cost savings, improved performance and increased productivity.
- NVQs provide a structure to deliver quality training schemes for customer service staff.

NVQs create a common level of expectation across all employers.

HOW LONG WILL IT TAKE

The NVQs in Customer Service delivered within the workplace take between 6-12 months dependant on the learner's level of competency and their current job role.

All delivery takes places within the working environment on the employer's premises.

ENTRY QUALIFICATIONS

There are no pre-entry qualifications for this award, however learners must be able to study to the required levels (literacy & numeracy support can be provided) and be working within a suitably related job role.

WHERE COULD IT LEAD

The level 2 qualification provides a good working knowledge and understanding of an occupation. It demonstrates an employee's ability to perform a range of tasks with some guidance or supervision. Progression to level 3 standards would allow the candidate to obtain detailed knowledge, skills and understanding within a relevant field. It demonstrates team leading and specialist technical skills with competence in communication, problem solving and applied teamwork.

ADDITIONAL INFORMATION

Where courses last for more than one year, only the first year's fees are shown

HOW TO APPLY

You can apply for this course by applying [online](#), by filling out an application form from the College prospectus or by contacting the Information Officer on 01205 313218 for further information.

The Information on this Course Information Sheet is correct at time of print, but can be subject to change at anytime.