



Customer Services

Level 2 NVQ Certificate in Customer Service
(QCF)

Who is this qualification for?

This qualification is aimed at individuals wishing to improve their competency of customer service including how best to satisfy customers' expectations. It is designed for learners who deal with customers on a daily basis as part of their job role and is applicable to a variety of work environments.

How long will it take?

To complete this qualification learners should expect to undertake between 192 and 228 hours of learning, depending on their unit choices.

Topics covered

These include identifying customers and their characteristics and expectations, how to communicate using customer service language, how to follow the rules to deliver customer service, how to maintain a positive and customer-friendly attitude, how to communicate effectively with customers and how to give customers a positive impression of themselves and the organisation.

Assessment method

This qualification is assessed by a portfolio of evidence.