



Students will be allocated a personal assessor and supplied with all the necessary reading and assessment material. The assessor will provide personal tutorial support at pre-arranged times, students will also be assessed in the workplace using observation, witness testimonies and professional discussion.

Other Agencies offering information, advice and guidance include:

- ◆ The National Careers Service
- ◆ The National Apprenticeships Service (NAS)
- ◆ UCAS - <https://www.ucas.com/ucas/undergraduate/getting-started/thinking-about-uni>

For more information contact **Claire Richards** our Work Based Learning Manager, Training Co-ordinator or our Business Development Team for **free** information, advice and guidance.



**CUSTOMER SERVICE
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Contact Us



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Level 2 NVQ Certificate in Customer Service

Course Overview

This is a work-based qualification aimed at people who undertake a customer service role, it recognises that employment in the sector involves a diverse range of functions, tasks and activities that are constantly changing.

To achieve the Level 2 NVQ Certificate in Customer Service students must complete two mandatory units and a number of optional units which will be selected at the enrolment session.

The mandatory units are:

- Communicate using customer service language
- Follow the rules to deliver customer service

Assessment is by production of a personal portfolio of evidence demonstrating understanding and application of the performance criteria of the Level 2 NVQ Certificate in Customer Service.



Level 3 NVQ Diploma in Customer Service

Course Overview

This is a work-oriented qualification aimed at people who have the scope to bring about permanent improvements in service delivery that benefit customers and the organisation for which they work. Candidates do not have to be in a role where they have direct line responsibility for people.

To achieve the L3 NVQ Diploma in Customer Service students must complete two mandatory units and a number of optional units which will be selected at the enrolment session.



The mandatory units are:

- Demonstrate understanding of customer service
- Demonstrate understanding of the rules that impact on improvements in customer service

There are a wide range of optional units available which will allow students to tailor the qualification to their role including:

- Use customer service as a competitive tool
- Organise the delivery of reliable customer service
- Monitor and solve customer service problems
- Promote continuous improvement