Customer Service

Rewards
Training Recruitment Consultancy

Qualification

Customer Service Apprenticeship

This qualification is awarded by Education Development International and the Institute for Customer Service. It is designed for front line members of staff working in a customer-focused position within their Company or Organisation. The Apprenticeship aims to certify competence in practical skills and incorporates a National Vocational Qualification in Customer Service at Level 2 for Apprenticeship and Level 3 for Advanced Apprenticeship. In additional Technical Certificates to cover the knowledge and understanding and a Key Skills package.

Candidate Suitability

This qualification is designed for those people who: Are directly involved in a customer facing role (Level 2) Are involved in a supervisory customer facing role (Level 3)

Evidence Requirements

In order to comply with the requirements of this qualification, the candidate will need to write reports and statements to show their assessor how they meet the requirements of each particular section of the NVQ. Each statement or report has to be validated by the candidate and their line manager/supervisor, prior to submission as documentary evidence.

Examples of the types of evidence with which they will build their portfolio include:

- Good recording systems and audit trails
- Good documentary procedures
- Ability to deal with customers face to face, on the telephone and in writing
- Dealing with problems
- Planning future workloads and analysing recurring problems
- Networking internally and externally
- Customer feedback/complaints/testimonials/questionnaires
- Complaints and commendations