



Qube learning

# level 2 NVQ certificate

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# customer service

This qualification is directed at those working within a customer service environment within any industry sector. The course will cover the practical skills for dealing with people both internally and externally and learning to provide a good level of customer service.

Learners will need to gain 20 credits by completing a minimum of at least 1 optional unit from each unit group.

## Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 101	Communicate using customer service language	1	4
Unit 201	Follow the rules to deliver customer service	2	4

## Optional Units - Impression & Image

Unit Number	Unit Title	Level	Credit
Unit 102	Maintain a positive & customer friendly attitude	1	5
Unit 103	Adapt your behaviour to give a good customer service impression	1	5
Unit 202	Communicate effectively with customers	2	5
Unit 203	Give customers a positive impression of yourself & your organisation	2	5
Unit 204	Promote additional services or products to customers	2	6
Unit 205	Process information about customers	2	5
Unit 206	Live up to the customer service promise	2	6
Unit 207	Make customer service personal	2	6
Unit 208	Go the extra mile in customer service	2	6
Unit 209	Deal with customers face to face	2	5
Unit 210	Deal with incoming telephone calls from customers	2	5
Unit 211	Make telephone calls to customers	2	6
Unit 303	Deal with customers in writing or electronically	3	6
Unit 304	Use customer service as a competitive tool	3	8
Unit 305	Organise the promotion of additional services or products to customers	3	7
Unit 306	Build a customer service knowledge set	3	7

Optional Units - Delivery

	Level	Credit
Unit 104 Do your job in a customer friendly way	1	5
Unit 212 Deliver reliable customer service	2	5
Unit 213 Deliver customer service on your customer's premises	2	5
Unit 214 Recognise diversity when delivering customer service	2	5
Unit 215 Deal with customers across a language divide	2	8
Unit 216 Use questioning techniques when delivering customer service	2	4
Unit 217 Deal with customers using bespoke software	2	5
Unit 218 Maintain customer service through effective handover	2	4
Unit 307 Deliver customer service using service partnerships	3	6
Unit 308 Organise the delivery of reliable customer service	3	6
Unit 309 Improve the customer relationship	3	7

Optional Units - Handling Problems

	Level	Credit
Unit 105 Recognise & deal with customer queries, requests & problems	1	5
Unit 106 Take details of customer service problems	1	4
Unit 219 Resolve customer service problems	2	6
Unit 220 Deliver customer service to difficult customers	2	6
Unit 310 Monitor & solve customer service problems	3	6
Unit 311 Apply risk assessment to customer service	3	10
Unit 312 Process customer service complaints	3	6

Optional Units - Development & Improvement

	Level	Credit
Unit 221 Develop customer relationships	2	6
Unit 222 Support customer service improvements	2	5
Unit 223 Develop personal performance through delivering customer service	2	6
Unit 224 Support customers using on-line customer services	2	5
Unit 225 Buddy a colleague to develop their customer service skills	2	5
Unit 226 Develop your own customer service skills through self-study	2	6
Unit 227 Support customers using self-service technology	2	5
Unit 313 Work with others to improve customer service	3	8
Unit 314 Promote continuous improvement	3	7
Unit 315 Develop your own & others' customer service skills	3	8
Unit 316 Lead a team to improve customer service	3	7
Unit 317 Gather, analyse & interpret customer feedback	3	10
Unit 318 Monitor the quality of customer service transactions	3	7

