

## Course Name

## Customer Service Level 3

### Who is the course for?

This qualification is for anyone who is working at a high level in a customer focused environment. They must show a sufficient level of competence to complete 2 mandatory units and 6 optional units, at least 1 unit must be taken from each 'theme'.

### What are the entry requirements?

NVQ Level 2 or relevant experience and candidates must be in the appropriate working environment.

### Units available

Mandatory:

- Understand customer service to improve service delivery
- Know the rules to follow when developing customer service

Optional, themes;

- Impression and Image
- Delivery
- Handling problems
- Development and Improvement

### How is the course assessed?

By assessed portfolio of evidence. Evidence to be collected will include: workplace observations, witness testimonies, work product, oral and written questions, professional discussion and candidate explanation and other supplementary evidence.

### Interview requirements?

Candidates will have the opportunity to complete an Experience Profile which outlines previous knowledge and learning. This information is used to identify suitable units for the candidate and the evidence is used to accelerate course progression.

### Progression?

Management Levels 3 & 4

# Customer Service

**Progress to Success**

## Train...

Customer Service is one of the most visible and significant aspects of organisational performance. By training your staff to respond quickly and effectively to customers' needs, your business will enhance its reputation and build a solid customer base.

This qualification is designed to provide individuals who have the opportunity to influence and manage customers' expectations with the opportunity to develop skills in order to deliver reliable and well-recognised customer service.

## Succeed...

Develop your customer service training and you will not only retain more customers, you will also make your existing customers more profitable to your business.

In addition, your workforce will be more efficient and by investing in your staff you will ensure that they feel valued so in turn you will encourage employee loyalty and aid retention, ultimately benefiting your company's profitability and sustainability.

Furthermore, any individual working towards a qualification will have access to TNG's online portfolio system enabling them to complete assessments quickly and efficiently without compromising the productivity of your business.

### Develop the skills of your staff...

- Improve the productivity of your staff by investing in their skills
- Train your staff to respond quickly and effectively to customers' needs and enhance your business reputation
- Training can be delivered across any sector
- Access to TNG online portfolio system 24/7 from any location

### For more information contact TNG

TNG is part of  
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## Course Name

## Customer Service Level 1

### Who is the course for?

This qualification is for anyone who works in a customer focused environment. They must show a sufficient level of competence to complete 5 mandatory units and 1 optional unit.

### What are the entry requirements?

There are no formal entry requirements but candidates must be in the appropriate working environment.

### Units available

Mandatory:

- Prepare yourself to deliver good customer service
- Communicate effectively with customers
- Do your job in a customer friendly way
- Provide customer service within the rules
- Recognise and deal with customer queries, requests and problems

Optional, themes:

- Maintain a positive and customer-friendly attitude
- Adapt your behaviour to make a good customer service impression

### How is the course assessed?

By assessed portfolio of evidence. Evidence to be collected will include: workplace observations, witness testimonies, work product, oral and written questions, candidate explanation and other supplementary evidence.

### Interview requirements?

Candidates will have the opportunity to complete an Experience Profile which outlines previous knowledge and learning. This information is used to identify suitable units for the candidate and the evidence is used to accelerate course progression.

### Progression?

Customer Service Level 2

## Course Name

## Customer Service Level 2

### Who is the course for?

This qualification is for anyone who works in a customer focused environment. They must show a sufficient level of competence to complete 2 mandatory units and 5 optional units, at least 1 unit must be taken from each 'theme'.

### What are the entry requirements?

There are no formal entry requirements but candidates must be in the appropriate working environment.

### Units available

Mandatory:

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Optional, themes:

- Impression and image
- Delivery
- Handling problems
- Development and Improvement

### How is the course assessed?

By assessed portfolio of evidence. Evidence to be collected will include: workplace observations, witness testimonies, work product, oral and written questions, professional discussion and candidate explanation and other supplementary evidence.

### Interview requirements?

Candidates will have the opportunity to complete an Experience Profile which outlines previous knowledge and learning. This information is used to identify suitable units for the candidate and the evidence is used to accelerate course progression.

### Progression?

Customer Service Level 3