



Level 2 Certificate in Customer Service (QCF)

Objective

The qualification is aimed at individuals who are currently working in a customer service role. The qualification is an accreditation of the competence, skills and knowledge measured against a National Occupational Standard.

The Programme

The Level 2 is made up of 22 credits selected from a list of 49 units, 2 of which are mandatory with a further 47 optional units chosen to suit a specific job role.

Our Approach

The Assessor will work on a one to one basis with learners in order to complete the qualification. The Assessor will be responsible for assessing, supporting and mentoring the learners. We ensure that the Assessor has a manageable caseload of work at any one time.

Delivery Schedule

- Initial induction (includes enrollment) - approximately 2 hours off the job
- Three work based assessments - typically 10-12 hours of individual assessments in total
- There is minimum disruption during this activity
- Upon successful completion of this activity we can apply for certificates for the learners

Timescale

The time scale for this qualification is up to 6 months dependant on access to the learner.

Quality Assurance

To ensure the quality of delivery the Internal Verifier will visit the Assessor during the process and also sample learner files upon completion. The External Verifier may also visit on behalf of the Awarding Body (EAL).

Benefits Of The NVQ

NVQs can enhance job opportunities, increase the feeling of self worth and give you a nationally recognised certificate of competence in the area of your work.

If you require any more information please contact **Kate** or **Adele** at TACS Ltd by phone **0191 5878145**