

### Course Overview

The Level 2 NVQ Certificate in Customer Service (RQF) is an accredited, and Ofqual regulated 100% online, competence-based qualification. This course is aimed at those learners who currently undertake a customer service role and recognises that employment in the customer service sector. This NVQ Certificate in Customer Service aims to help learners develop customer service knowledge and provide learners with a basic understanding of managing day-to-day interactions with customers sensitively, respectfully, effectively, and focusing on quality. You will learn how to ensure the delivery of excellent customer service, develop your communication skills to strengthen relationships and interactions with customers and colleagues, the principles that underpin outstanding customer care and develop and maintain key transferable skills applicable in a range of industries and sectors. For more information or clarification, please contact our team for free and comprehensive advice.

### Eligibility Criteria

There are no specific entry requirements for this qualification. However, the learners must be 16 years or above to get themselves enrolled in this course.

### Duration and Delivery

This Level 2 NVQ Certificate in Customer Service (RQF) is designed to be completed online at the pace that suits you the best. This fast track NVQ Certificate in Customer Service Level 2 course can take as little as 1 month of full-time study or 6 months of part-time study to become a certified customer service professional. The customer service level 2 course is delivered through our Virtual Learning Environment (VLE), which refines your customer service skills. Our 24x7 online tutor support is there to facilitate you to achieve your success rate accordingly.

### Assessment and Verification

All units within this customer services (CS) qualification are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, witness testimony and/or direct observation, detailed guidance for which will be provided by the tutor. You will receive 24x7 tutor support once you are enrolled on our online portal to assist you in reaching your goals.

### Progression

This is a thorough qualification of Level 2 NVQ certificate in Customer Service, which helps learners enhance their career profile. Successful completion of this 100% accredited online course enables learners to proceed to the following qualifications:

Level 2 Diploma in Business Administration  
Level 3 Diploma in Business administration  
Level 3 Diploma in Customer Services (RQF)  
NCFE Level 3 Diploma in Skills for Business

### Course Includes

- ✔ 28 Credits
- ✔ 200 Guided Learning Hours
- ✔ 280 Total Qualification Time
- ✔ 6 Units
- ✔ 19 Learning Outcomes
- ✔ 6 Assignments

### Unit Structure

- ✔ Communicate effectively with customers
- ✔ Communicate using customer service language
- ✔ Follow the rules to deliver customer service
- ✔ Deliver customer service using service partnerships
- ✔ Resolve customer service problems
- ✔ Support customer service improvements

