

Session 2009/10

CUSTOMER SERVICE NVQ: LEVEL 3

Work Based Learning

Course Duration: 1 Year

Part Time

Course Outline

The course is aimed at people who are working within a customer service environment. Students complete up to 8 units which allows them to successfully gain the NVQ in Customer Service.

Course Content

The Customer Service NVQ programme offers a flexible approach to assessment of NVQ. Learners can achieve through portfolio building and regular attendance to Stafford College, both offer a quality assured route to achievement.

Mandatory units

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

Optional (6 units to be chosen from the following themes)

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

Assessment

There will be session planning which will allow assessment to take place internally. The portfolio is then external assessed to gain accreditation. This course is based on a roll on roll of programme.

Entry requirements

In order to gain entry onto the course you must be in employment within a Customer Service environment. No formal qualifications are required.

There will be an initial assessment of candidates prior to enrolment and if this assessment suggests that additional support is required then this will be put in place to help you succeed.

How to apply

Applications forms can be obtained from the contact person below.

Further information

If you would like any more information about the college or our courses then write, visit or telephone Student Services on 01785 275468. Our email address is enquiries@staffordcoll.ac.uk. If you are unsure about which course to take, we can arrange for you to get the advice you need from a member of a guidance team.

Equal Opportunities

Stafford College is committed to achieving equality of opportunity for all staff, students and members of the community it serves. In doing so, the college will actively work to achieve equality regardless of age, race, skin colour, disability, gender, marital status, sexuality and faith.

Course Leader

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