


Westward Pathfinder

Name of Course:	Level 2 NVQ Certificate in Customer Service (QCF)	
Awarding body:	City & Guilds	
Qualification:	Level 2 NVQ Certificate in Customer Service (4430)	

What opportunities does this course offer?

A Level 2 NVQ Certificate in Customer Service lets you show that you have reached a recognised, national standard in customer service

The qualification helps you to improve your Customer Service skills and become more effective and efficient at work

The NVQ learning programme lets you fill any skills gaps you have quickly and easily while you work

How do I achieve a National Vocational Qualification (NVQ)?

National Vocational Qualifications (NVQs) are qualifications that demonstrate your ability to do your job. There are no formal examinations. The training is mainly on the job and NVQ assessment is directly related to your performance at work. A QCF NVQ Certificate is a credit based programme made up of units.

You achieve your NVQ by using your practical skills in the workplace (this can be voluntary work as long as you are carrying out "real" work), observed by a qualified assessor combined with a portfolio of documentary evidence. As well as practical demonstration you have to show that you have the knowledge to do your job effectively.

What does the course cover?

The Level 2 NVQ Certificate in Customer Service NVQ requires completion of 2 core units and further optional units which together total 28 credits. Units can be tailored to your individual needs.

How is the course delivered?

When you start the course there will be a thorough induction so that you understand what is required from you and all the people involved in supporting you on your NVQ. You may be learning over the Internet, in a group setting or one-to-one. For many candidates the course is free of charge.

How is your learning assessed?

Your NVQ assessor will come to observe you in your workplace by arrangement planned. You will build your portfolio of evidence as you go. You will also have regular reviews of progress and action plans to give you targets to work towards.

How long will the course take?

You set your own deadlines through creating action plans and reviews with your tutor and assessor. The design of the course makes it possible to start at any time through the year.

What are the entry requirements?

No formal requirements but you need to be working or volunteering in a customer-focused role.

Where can you get further information?

**Contact Lorna Lacey, Training Manager, on 07989 398016
or e-mail: llacey@pathfinder.org.uk**