

Customer Service

NVQs and Apprenticeships

"My customer service NVQ gave me the training to deal with people in many different situations. I now consistently deliver high quality customer service with confidence in my own ability. My key performance indicators have skyrocketed."

Steve, Section Manager

We offer a range of customer service qualifications to suit different levels of experience and expertise. Our qualifications will help you gain the knowledge, skills, and understanding to progress from a junior sales member to a team leader.

Benefits for learners

- > Gain national recognition and credibility for your existing customer service skills
- > Having a qualification will set you apart in this competitive industry as customer expectations have increased and heavier demands are placed on customer service professionals
- > Our qualifications can be easily transferred, or used as a foundation to lead into other rewarding career paths across all sectors
- > Learn how to effectively deal with difficult customers.

Benefits for employers

- > Improve service standards across your entire organisation
- > Over 550,000 learners have completed our customer service NVQs so you can be assured of the quality and industry relevance
- > We offer a range of customer service qualifications comprising of optional units to match your staff's skills gap
- > Your staff learn while they work so there will be minimal disruptions to your business operations.

More choices with Edexcel's Customer Service NVQs

You can progress through each level to build new skills, address your skills gap, or expand your existing skills to qualify for managerial roles.

NVQ Level	Common job roles	Examples of duties involved
Level 1	Assistant staff	Delivering good customer service; communicating effectively with others; recognising and dealing with customer queries, requests and problems
Level 2	Sales staff, Service desk personnel, Call centre staff	Promoting additional services or products to customers; resolving customer service problems; supporting customer service improvements
Level 3	Call centre section leader; Sales team supervisor; Customer service team leader	Improving service delivery; monitoring and solving customer problems; developing your own and others' customer service skills; leading a team; gathering, analysing and interpreting customer feedback
Level 4	Strategic manager; Senior manager; Customer service expert	Using customer service as a competitive tool; planning, organising and controlling customer service operations; handling referred customer complaints; planning and organising the development of customer service staff

Our customer service qualifications are planned to be migrated to the new Qualifications Credit Framework (QCF) from 2010.

Gain on-the-job training with Edexcel's Customer Service Apprenticeships

On successful completion of our Apprenticeships, you will be awarded the relevant **NVQ, BTEC and Key Skills qualification**, as well as an **Apprenticeship Certificate** from the relevant Sector Skills Council or Sector Skills Body.

Customer Service Apprenticeship

- > Level 2 NVQ in Customer Service (competence-based)
- > Level 2 BTEC Award in Customer Service (knowledge-based)
- > OR Level 2 BTEC Certificate in Customer Service (knowledge-based)
- > Key Skills

Customer Service Advanced Apprenticeship

- > Level 3 NVQ in Customer Service (competence-based)
- > Level 3 BTEC Award in Customer Service (knowledge-based)
- > Key Skills

Need more information?

If you would like more information about our customer service qualifications, please call us on **0844 576 0045**, email wbl@edexcel.com, or visit www.edexcel.com/nvq

About Edexcel

Edexcel, a Pearson company, is the UK's largest awarding body offering academic and vocational qualifications and testing to schools, colleges, employers and other places of learning in the UK and internationally.