



NVQ UNITS OF COMPETENCE

OCR LEVEL 2 NVQ IN CUSTOMER SERVICE

To achieve the full award, candidates must complete four mandatory units plus one optional unit, making a total of five units.

Mandatory units

1 Give customers a positive impression of yourself and your organisation

- 1.1 Establish effective relationships with customers
- 1.2 Respond appropriately to customers
- 1.3 Communicate information to customers

2 Deliver reliable customer service

- 2.1 Prepare to deal with your customers
- 2.2 Give consistent service to customers
- 2.3 Check customer service delivery

3 Develop customer relationships

- 3.1 Build customer confidence in the level of service provided
- 3.2 Meet the ongoing needs and expectations of your customers
- 3.3 Develop the relationship between your customers and your organisation

4 Resolve customer service problems

- 4.1 Identify customer service problems
- 4.2 Select the best solution to resolve customer service problems
- 4.3 Implement the solution to customer service problems

Optional units

5 Support customer service improvements

- 5.1 Use feedback to identify potential customer service improvements
- 5.2 Contribute to the implementation of changes in customer service
- 5.3 Assist with the evaluation of changes in customer service

6 Develop personal performance through delivering customer service

- 6.1 Review performance in your customer service role
- 6.2 Prepare a personal development plan and keep it up to date
- 6.3 Undertake development activities and obtain feedback on your customer service performance

7 Promote additional products or services to customers

- 7.1 Identify additional products or services that are available
- 7.2 Inform customers about additional products or services
- 7.3 Gain customer commitment to using additional products or services

8 Process customer service information

- 8.1 Collect customer service information
- 8.2 Select and retrieve customer service information
- 8.3 Supply customer service information