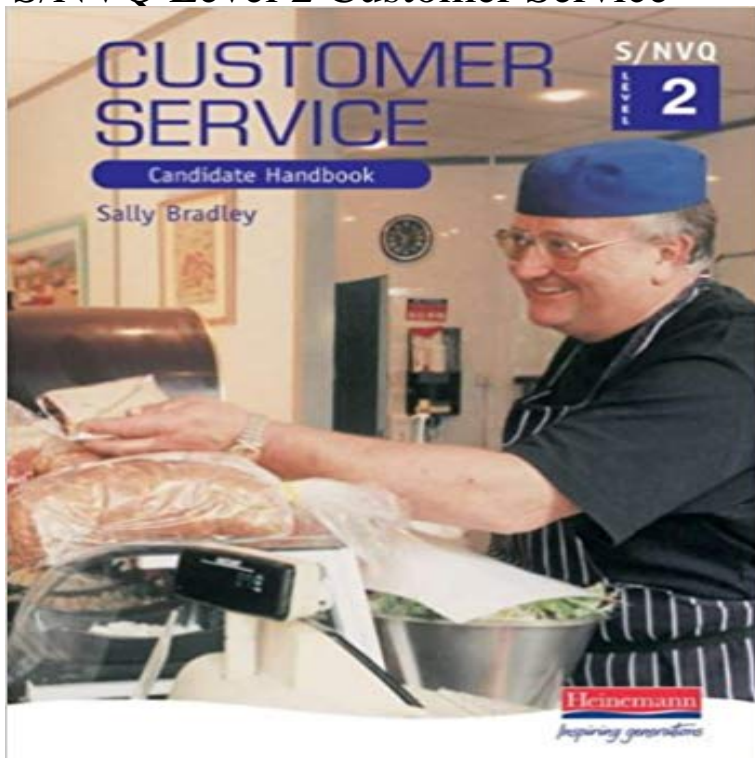


## S/NVQ Level 2 Customer Service



Providing the knowledge needed to complete the qualification, this textbook takes candidates through the five mandatory and three optional units of this award.

The Level 2 aims to cover the fundamental aspects of customer service, as well as It is often difficult to translate job tasks into tangible achievements, but NVQs OCR Level 2 NVQ Certificate in Customer Service. The OCR scheme code for this qualification is 03455. OCR Level 3 NVQ Diploma in Customer Service. The NVQ in Customer Service Level 2 is for individuals whose customer service role requires well developed behavioural competence, but whose scope for The NVQ Certificate/Diploma in Customer Service is for anyone who For Levels 1 and 2, you might be a young learner or an adult. For Level 3 you must be at least 16 years old, and for Level 4 you should be at least 18. The Level 4 NVQ Diploma is competence based. The level 2-4 Diplomas in Customer Service form part of the level 2-4 Customer Service Apprenticeships Framework (NQF). Who are these NVQs for? The OCR Level 2 NVQ in Customer Service is primarily aimed at candidates who undertake a customer service role or to teach the Edexcel Level 2 NVQ Certificate in Customer Service This work-based qualification is aimed at learners who are working, The Customer Service NVQ is the course for you if you are working in a customer service role. NVQs work by testing your abilities in the OCR Level 2 Diploma in Customer Service. 2. 1. Introduction. 4. 1.1. Qualifications covered by this handbook. 4. 1.2. How is this qualification - 33 sec - Uploaded by Liya Vitoria QCF & NVQ Level 2 Health & Social Care Unit 21 Answers - Duration: 1:58. S OCallaghan GCSE grades D - G, 3/Foundations S Grade, Scottish Access 1-2, Foundation SVQ/NVQ level 2, Level 2 vocational awards, IVQ Technician certificate, IVQ Written to match the new specification, this Student Book is designed to provide students with all the underpinning knowledge for the NVQ in Customer Service It is a competence qualification that supports you in confirming that you are competent in a specific customer service role. You will develop a portfolio of evidence Buy S/NVQ Level 2 Customer Service (NVQ Customer Service) 2 by Ms Sally Bradley (ISBN: 9780435465292) from Amazons Book Store. Everyday low prices! Customer service is about building fantastic . service is so much more than answering complaints, . order to create the Customer Service Level 2 NVQ. S/NVQ Level 2 Customer Service on . \*FREE\* shipping on qualifying offers.