

Level 1 NVQ Certificate in Customer Service



Course content

Units have different credit values and to achieve the Award learners must gain a total of 22 credits.

Mandatory units

- Communicate using customer service language
- Follow the rules to deliver customer service

Worth 8 credits.

Optional units

- Deal with customers face to face
- Communicate effectively with customers
- Do your job in a customer friendly way

14 credits must be achieved

Who is the course for?

The Level 1 NVQ Certificate in Customer Services qualification provides the first step towards a career dealing with customers. The qualification introduces the basic elements that are needed to enable learners to work on a range of practical skills in a real working environment.

Assessment method

- Observations
- Witness testimonies
- Verbal and written questioning
- Worksheets
- Portfolio building
- Placement diary (if applicable)

Entry requirements

Functional Skills in English and Maths at Entry Level 3 or above.

Future opportunities / career options

On completion of this course learners will gain a qualification in Level 1 Customer Services. Progression is to Level 2 in Customer Services or employment.

When the course is run?

Daytime, 1 and a half days per week (including work placement is possible) 36 weeks per year.



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2011/12
Academic Year

**Contact Guidance on
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