

Customer Service NVQ Certificate Level 2

This course is designed for people working in a customer facing environment.

Entry Requirements

The entry requirement for this course is:

- You will be required to attend an informal interview which may include completing an assessment based on your prior qualifications

What will I study?

This course consists of the following modules:

- An NVQ assessment programme and therefore we will be assessing your competence in dealing with customers

How will I be assessed?

You will be assessed via:

- Your place of work

Progression opportunities

This course will lead to progression onto a Level 3 Customer Service Programme.

Disclaimer:

Every effort has been made to ensure the details contained in this leaflet are up-to-date and accurate at the time of printing. However, the College reserves the right to alter or cancel courses, their content, entry requirements, fees or other details should circumstances dictate.