

EDI Level 2 NVQ in Customer Service

Qualification Structure

To achieve a full certificate in Customer Service, you are required to complete the 2 mandatory units and 5 optional units (at least one from each Theme).

MANDATORY UNITS

THEME: CUSTOMER SERVICE FOUNDATIONS

This Theme covers the language and concepts of Customer Service as well as the organisational context and the external environment in which you have to work.

UNIT 1 Prepare yourself to deliver good customer service

UNIT 5 Provide Customer Service within the rules

OPTIONAL UNITS

THEME: IMPRESSION AND IMAGE

This Theme covers the Customer Service behaviours and processes that have the most impact on the way your customer sees you and your organisation.

UNIT 9 Give customers a positive impression of yourself and your organisation

UNIT 10 Promote additional services or products to customers

UNIT 11 Process customer service information

UNIT 12 Live up to the customer service promise

UNIT 13 Make customer service personal

UNIT 14 Go the extra mile in customer service

UNIT 15 Deal with customers in writing or using ICT

UNIT 16 Deal with customers face to face

UNIT 17 Deal with customers by telephone

THEME: DELIVERY

This Theme covers Customer Service behaviours and processes that have most effect on the customer experience during Customer Service delivery.

UNIT 21 Deliver reliable customer service

UNIT 22 Deliver customer service on your customer's premises

UNIT 23 Recognise diversity when delivering customer service

THEME: HANDLING PROBLEMS

This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems.

UNIT 6 Recognise and deal with customer queries, requests and problems

UNIT 31 Resolve customer service problems

THEME: DEVELOPMENT AND IMPROVEMENT

This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments.

UNIT 36 Develop customer relationships

UNIT 37 Support customer service improvements

UNIT 38 Develop personal performance through delivering customer service



Supporting learning
and performance