

HBAA Customer Service NVQ

The enrolments dates of the programme are on-going all year round.

Benefits of the programme

- Gain a nationally recognised qualification
- Work based qualification
- Existing skills and knowledge are recognised
- Demonstrations competency in chosen field
- Own pace learning with support
- Ongoing self-development

NVQ Programme consist of these components:

- NVQ in Customer Service
- BTEC Technical Certificate (Knowledge & Understanding of chosen field)
- Maths & English (basic)
- Employees Rights & Responsibilities

Customer Service NVQ Units:

- Communicate using CS language
- Follow the rules to deliver CS
- Communicate effectively with customers
- Organise and deliver reliable CS
- Recognise and deal with customer queries, requests and problems
- Develop and improve customer relationships
- Resolve CS problems
- Work with others to improve CS

Summary of programme:

- Equivalent to 5 x A-C GCSES
- Takes approximately 12 months to complete
- NVQ programme consists of 2 hour site visits every 4-6 weeks
- The candidate will not need to be away from their job role for more than 1 hour at each visit, the assessor will spend the other hour shadowing the learner and observing them for their portfolio.

Eligibility criteria for full funding for new contract year 2013/2014:

- Candidates must have lived in the EU for the last 3 years
- Candidates must work at least 16 hours per week
- Candidates must NOT have achieved a level 4 qualification or above. (BTECs, A-Levels and previous NVQs permissible)

If candidates fall outside the funding criteria and still wish to undertake a Customer Service NVQ the costs range from £950-1800 depending on the type of course. Student loans are available.

Members interested in the Customer Service NVQ contact Hamad Javed Employer Engagement Consultant Intraining direct on 07980 681 566 or email hamad.Javed@intraining.co.uk