



Key features of the Level 1 and 2 NVQ Certificates and Levels 3 and 4 NVQ Diplomas in Customer Service (QCF)

These qualifications:

- are nationally recognised
- are based on the Customer Service National Occupational Standards (NOS). The NOS, assessment requirements/strategy and qualification structures are owned by the Council for Administration (CfA).

The Edexcel Level 2 NVQ Certificate in Customer Service and the Edexcel Level 3 NVQ Diploma in Customer Service have been approved as components required for the Customer Service Apprenticeship framework.

What is the purpose of these qualifications?

These qualifications comprise QCF credit-rated units developed by the Institute of Customer Service, the Standards Setting Body for the Customer Service sector. These qualifications allow learners to apply knowledge, understanding and skills to a national occupation level required by employers, thus proving competency in their job role.

Who are these qualifications for? These qualifications are for all learners aged 16 and above who are capable of reaching the required standards. The Edexcel Level 1 NVQ Certificate in Customer Service is for learners aged 14 and above who are capable of reaching the required standards. Edexcel's policy is that the qualifications should: • be free from any barriers that restrict access and progression • ensure equality of opportunity for all wishing to access the qualifications.

What are the benefits of these qualifications to the learner and employer? These qualifications require individuals to demonstrate competence against National Occupational Standards (NOS) which are based on the needs of the Customer Service sector as defined by the Institute of Customer Service, the Standards Setting Body. As such they contribute to the development of skilled labour in the sector. The Edexcel Level 2 NVQ Certificate and the Edexcel Level 3 NVQ Diploma in Customer Service may contribute towards the competence element of an Apprenticeship.

What are the potential job roles for those working towards these qualifications ?

Bank/Building Society Customer Adviser
Contact Centre Operator
Customer Service Adviser (Post Office)
Customer Service Assistant/Manager
Hotel Receptionist
Local Government Customer Services Officer
Medical Receptionist



What progression opportunities are available to learners who achieve these qualifications?

Learners can progress from the Edexcel Level 1 NVQ Certificate in Customer Service (QCF) onto the Edexcel Level 2 NVQ Certificate in Customer Service (QCF), employment, or additional related qualifications.

Learners can progress from the Edexcel Level 2 NVQ Certificate in Customer Service (QCF) onto the Edexcel Level 3 NVQ Diploma in Customer Service (QCF), employment, or additional related qualifications.

Learners can progress from the Edexcel Level 3 NVQ Diploma in Customer Service (QCF) onto the Edexcel Level 4 NVQ Diploma in Customer Service (QCF), employment, or additional related qualifications.

Learners can progress from the Edexcel Level 4 NVQ Diploma in Customer Service (QCF) into employment or additional related qualifications.