



Suffolk  
New  
College



**Customer Service - Level 2**  
Train to Gain



*“My customers demand outstanding service in return for loyalty”*

# Welcome

Train to Gain is a service designed to support businesses and employees in receiving the training they need to succeed in the workplace.

## Customer Service

The NVQ Level 2 in Customer Service is designed for candidates who work in a customer service environment.

## Benefits

What are the benefits to you?

- Fully funded training (if this is your first full level 2 qualification\*)
- Training takes place in your workplace
- Nationally recognised qualification

## Entry Requirements

You should have a contract of employment (not a volunteer) and be working in a customer service environment.

You will be required to undertake an initial assessment to determine any skills gaps and to enable us to provide you with learning support.

## Where will the Learning Take Place?

You do not need to attend College as all the learning will take place in your workplace.

## Qualification Structure

You will follow a flexible training programme and collect evidence of achievement in a range of mandatory and optional NVQ units.

\*equivalent to 5 GCSEs A-C or above.

To achieve a full qualification you will need to successfully complete two mandatory plus five optional units

- Mandatory Units
  - Prepare Yourself to Deliver Good Customer Service
  - Provide Customer Service within the Rules

Five optional units, at least one unit from each theme

- Themes
  - Impression and Image
  - Delivery
  - Handling Problems
  - Development and Improvement

## How Long will it Take?

You may already be competent and able to collect and present evidence without too much difficulty and therefore complete the course in as little as six months. If you need to undertake some development activity and then apply this learning in the workplace to demonstrate competence, you will need longer. The assessor will discuss and create an action plan with you for each of the units.

## How will you be Assessed?

Suffolk New College offers a flexible approach to assessment to meet your needs whilst maintaining rigorous standards.

You will be assessed by a variety of means including:

- Practical observation in the workplace
- Oral questioning
- Development of a portfolio

## Progression

Suffolk New College supports the progress of students from one level of study to the next. Providing you meet the entry requirements you can progress to the next level of study.



*“I always remember excellent customer service”*



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## How to apply & further information

Please contact  
Train to Gain Co-ordinator

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Should you require this information in a different format, for example in a larger font or electronically, please contact the Train to Gain Co-ordinator on 01473 296449.



[www.suffolkbdu.com](http://www.suffolkbdu.com)