



# Customer Service & Business Administration Train to Gain Programmes



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# Customer Service

The level 2 NVQ in Customer Service is made up of **seven units**, **two Mandatory units** and **five optional units**. The units are grouped into themes, the mandatory units come under one theme and the optional units are grouped into four further themes. **You must choose at least one optional unit from each theme.**

## **Foundation (mandatory)**

- 101 Prepare yourself to deliver good customer service**
- 105 Provide customer service within the rules**

## **Impression and image (theme one)**

- 201 Give customers a positive impression of yourself and your organisation**
- 202 Promote additional services or products to customers**
- 203 Process customer service information**
- 204 Live up to the customer service promise**
- 205 Make customer service personal**
- 206 Go the extra mile in customer service**
- 207 Deal with customers in writing or using ICT**
- 208 Deal with customers face to face**
- 209 Deal with customers by telephone**

## **Delivery (theme two)**

- 210 Deliver reliable customer service**
- 211 Deliver customer service on your customers' premises**
- 212 Recognise diversity when delivering customer service**

## **Handling Problems (theme three)**

- 106 Recognise and deal with customer queries, requests and problems**
- 213 Resolve customer service problems**

## **Development and Improvement (theme four)**

- 214 Develop customer relationships**
- 215 Support customer service improvements**
- 216 Develop personal performance through delivering customer service**

# Business Administration

To achieve a Level 2 qualification you must complete five optional units including the two mandatory core units

## **Mandatory units**

- 201 Carry out your responsibilities at work**
- 202 Work within your business environment**

## **Optional units**

- 110 Ensure your own actions reduce risks to health and safety**
- 203 Manage customer relations**
- 204 Manage diary systems**
- 205 Organise business travel and accommodation**
- 206 Deal with visitors**
- 207 Process customers' financial information**
- 208 Operate credit control procedures**
- 209 Store, retrieve and archive information**
- 210 Research and report information**
- 211 Organise and support meetings**
- 212 Use IT Systems 2**
- 213 Use IT to exchange information 2**
- 214 Word processing software 2**
- 215 Spreadsheet software 2**
- 216 Database software 2**
- 217 Presentation software 2**
- 218 Specialist or bespoke software 2**
- 219 Use a telephone system**
- 220 Operate office equipment**
- 221 Prepare text from notes**
- 222 Prepare text from shorthand**
- 223 Prepare text from recorded audio instructions**
- 224 Produce documents**
- 226 Work effectively with other people**
- 227 Calculate critical dates for sentences**
- 228 Make administrative arrangements for the appearance of individuals at court**
- 229 Make administrative arrangements for the movement of individuals outside the custodial establishment**
- 230 Administer documentation for the appeals process**
- 231 Administer personal money for individuals in custody**
- 232 Prepare documentation to help authorities decide the conditions on which to release individuals from custody**
- 232 Make administrative arrangements for the release of individuals from custody**
- 234 Contribute to maintaining security and protecting individuals' rights in the custodial environment**