

Our Latest NVQs

Customer Service

If you're not serving a customer, you better be serving someone who is.

What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification that assesses someone's competence (that is the skills, knowledge and understanding they have) within a work situation.

These NVQs are based on the national occupational standards that describe the level and breadth of performance expected of individuals whose work involves Customer Service practices. They are based on the national occupational standards developed by the Institute of Customer Service (ICS) (of which we are a member of). They are the government approved body who set the standards for the Customer Service sector.

The awarding body for these NVQs is Oxford Cambridge and RSA Examinations (**OCR**) (our college is an OCR approved centre).

If you are or wish to work in Customer Service your career development starts with a National Vocational Qualification (NVQ)



Customers may forget what you said but they'll never forget how you made them feel.

Even on the phone a smile helps the customers feel you are happy to talk to them.

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