

Customer Service NVQ L2 Certificate mandatory unit content



This map accompanies the PLTS Guide for practitioners which can be downloaded from www.cfa.uk.com

The guide includes:

- an explanation about the importance of PLTS
- general principles for delivery
- where there is little or no coverage in the mandatory units, illustrations of where PLTS can be found in the optional units
- illustrations of PLTS in Functional Skills, ERR and other processes.

Independent Enquiry	INDEPENDENT ENQUIRY					
	Identify questions to answer and problems to resolve	Plan and carry out research, appreciating the consequences of decisions	Explore issues, events or problems from different perspectives	Analyse and evaluate information, judging its relevance and value	Consider the influence of circumstances, beliefs and feelings on decisions and events	Support conclusions, using reasoned arguments and evidence
Customer Service NVQ L2 Certificate mandatory unit content						
F/601/1609: Communicate using customer service language						
LO1: Identify customers and their characteristics and expectations				1.1		1.1
LO2: Identify their organisation's services and products		2.3				
LO3: Know how to communicate using customer service language	3.14	3.13	3.10	3.1; 3.3; 3.6; 3.8; 3.9; 3.11; 3.12		3.1; 3.3; 3.6; 3.8; 3.9; 3.10; 3.11; 3.12
L/601/1614: Follow the rules to deliver customer service						
LO1: Follow their organisation's customer service practices and procedures						
LO2: Know how to follow the rules to deliver customer service						

Team Working

TEAM WORKING

Collaborate with others to work towards common goals

Reach agreements, managing discussions to achieve results

Adapt behaviour to suit different roles and situations, including leadership roles

Show fairness and consideration to others

Take responsibility, showing confidence in themselves and their contribution

Provide constructive support and feedback to others

Customer Service NVQ L2 Certificate mandatory unit content

F/601/1609: Communicate using customer service language

LO1: Identify customers and their characteristics and expectations

1.2

LO2: Identify their organisation's services and products

2.2

LO3: Know how to communicate using customer service language

3.5

3.15

3.7

L/601/1614: Follow the rules to deliver customer service

LO1: Follow their organisation's customer service practices and procedures

1.2

LO2: Know how to follow the rules to deliver customer service

2.7

2.2

Self Management	SELF MANAGEMENT						
	Seek out challenges or new responsibilities and show flexibility when priorities change	Work towards goals, showing initiative, commitment and perseverance	Organise time and resources, prioritising actions	Anticipate take and manage risks	Deal with competing pressures, including personal and work-related demands	Respond positively to change seeking advice and support when needed	Manage their emotions and build and maintain relationships
Customer Service NVQ L2 Certificate mandatory unit content							
F/601/1609: Communicate using customer service language							
LO1: Identify customers and their characteristics and expectations		1.3					
LO2: Identify their organisation's services and products		2.1					
LO3: Know how to communicate using customer service language		3.4					3.15
L/601/1614: Follow the rules to deliver customer service							
LO1: Follow their organisation's customer service practices and procedures		1.1; 1.5					
LO2: Know how to follow the rules to deliver customer service		2.1 - 2.10					

Effective Participator, Reflective Learning and Creative Thinking

- Effective participator: - no automatic coverage in mandatory units
- Reflective learning: - no automatic coverage in mandatory units
- Creative Thinking: - no automatic coverage in mandatory units