



**BEST TRAINING
MILTON KEYNES**
01908 261204



NVQ PROGRAMME 2009/10

Customer Service (Level 2)

If you're serious about putting the customer first, this Customer Service NVQ course will show you new ways to improve the service you provide – and let you work towards a nationally recognised qualification at the same time! The skills you learn can be applied across all industries, organisations and job roles and can be put to equally good use in the public, private and voluntary sectors. You train and learn while you're at work, and the new skills you develop will help you to carry out your role more productively and professionally. NVQ training is tailored to your current skill level and assessment is directly related to your performance at work. The courses show you how to give your customers a positive image of yourself and your organisation. You'll learn new ways to develop effective relationships with your customers and explore techniques to resolve customer service problems in a way that satisfies both the demands of your customer and the needs of your organisation.

After finishing these courses, you'll be able to:

- ✓ Establish effective relationships with your customers
- ✓ Deal efficiently and appropriately with customers
- ✓ Build customer confidence in your service and your product
- ✓ Recognise problems in the service you provide and identify ways to improve service

Business & Administration (Level 2)

If you provide administrative support to your boss or department, an NVQ in Business and Administration is a highly flexible, nationally recognised qualification that helps you to become more effective in your job and to demonstrate your skills and experience to current or future employers. The qualification is awarded once you have shown that you can competently perform a range of tasks connected with your job. This course helps you plan your NVQ Programme, gain the necessary knowledge and understanding and compile the portfolio of evidence required to achieve the Level 2 NVQ in Business and Administration. You'll plan your programme of learning, development and assessment with your Assessor and work together to compile a portfolio of evidence that proves you're skilful and knowledgeable in your role. The subject areas you will be demonstrating your competencies in may include: incorporating your company's values into your own behaviour, dealing with unacceptable behaviour, sustainability, diversity, workplace security, how to create, summarise and locate information, deal with mistakes, support your colleagues and work effectively as part of a team.

Depending on your module selection, you will be able to demonstrate that you can:

- ✓ Communicate confidently and contribute to discussions
- ✓ Recognise and manage problems at work
- ✓ Identify the employment legislation relevant to your role
- ✓ Reduce waste in the workplace
- ✓ Use technology and equipment to maximise efficiency

Team Leading (Level 2)

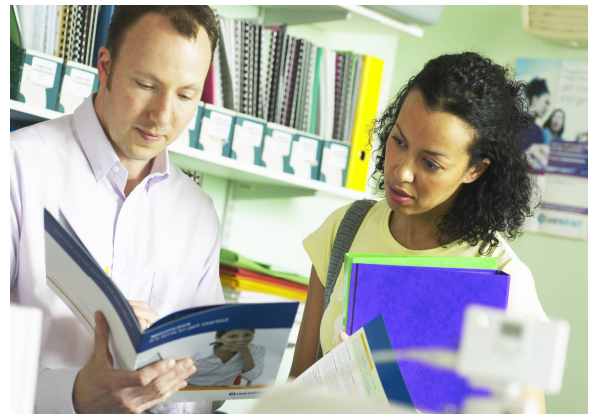
If you are a practising team leader, whose work involves applying knowledge and skills in a significant range of varied work activities, in a variety of contexts, some of which are complex or non-routine, who has some degree of personal autonomy and responsibility, and collaborates with others through membership of a team, this qualification would suit you.

The Team leading NVQ aims to provide ongoing opportunities for staff involved in the team leading/management functions to develop their competence in the workplace to nationally determined and recognised standards. You will also develop your skills in line with your personal career goals, with the help of employers to identify your current potential and your development needs within the team leading function.

SEE OVERLEAF FOR HOW TO CONTACT US

HOW TO GET IN TOUCH:

1. CALL 01908 261204 AND ASK TO SPEAK TO **SALLY SAWFORD** OR **CHRIS ORTON**
2. EMAIL info@bestmk.co.uk
3. USE THE FAXBACK FORM BELOW



FAXBACK

FROM:

COMPANY:

CONTACT ME BY TEL:

CONTACT ME BY EMAIL:

I would like more information about:

Customer Service NVQ

Business & Administration NVQ

Team Leading NVQ

Other courses and qualifications

SIMPLY FAX THIS FORM TO 01908 237414



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