

Customer Service Level 2

The aim of this qualification is to contribute to the skills, knowledge and overall performance of the industry's workforce. It provides a first insight into the principles and processes of the delivery of customer service and will aid career progression.

Within your job role you need to be able to show that you can carry out a range of work activities in a variety of contexts. Some of these activities will need to be complex or non-routine tasks that may be carried out when you work as part of a team. In addition you need to show that you can take responsibility for your own work and work by yourself when needed.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level. Candidates may wish to just complete individual units, accumulate credit and not claim for a specific qualification. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

Certificate in Customer Service (NVQ)

To achieve the Level 2 Certificate in Customer Service the candidate will need to complete units to gain a minimum of 28 credits. The credit total is made up from:

- 8 credits must be completed from mandatory units
- 20 credits must be completed from optional units

Intermediate Apprenticeship Level 2 – Certificate in Customer Service Level 2 (NVQ)

To achieve the Level 2 Certificate in Customer Service the candidate will need to complete units to gain a minimum of 28 credits. The credit total is made up from:

- 8 credits must be completed from mandatory units
- 20 credits must be completed from optional units

Plus Application of Number L1, Communication L1 & Technical Certificate L2



**Qualifications
& Credit
Framework**

Freephone 0808 100 1155

www.getoncourse.net

Unit Titles	Credit Values
Mandatory Units	
Communicate using customer service language	4
Follow the rules to deliver customer service	4
Optional Units	
Maintain a positive and customer friendly attitude	5
Adapt your behaviour to give a good customer service impression	5
Communicate effectively with customers	5
Give customers a positive impression of yourself and your organisation	5
Promote additional services or products to customers	6
Process information about customers	5
Live up to the customer service promise	6
Make customer service personal	6
Go the extra mile in customer service	6
Deal with customers face to face	5
Deal with incoming telephone calls from customers	5
Make telephone calls to customers	6
Deal with customers in writing or electronically	6
Use customer service as a competitive tool	8
Organise the promotion of additional services or products to customers	7
Build a customer service knowledge set	7
Do your job in a customer friendly way	5
Deliver reliable customer service	5
Deliver customer service on your customer's premises	5
Recognise diversity when delivering customer service	5
Deal with customers across a language divide	8
Use questioning techniques when delivering customer service	4
Deal with customers using bespoke software	5
Maintain customer service through effective hand over	4
Deliver customer service using service partnerships	6
Organise the delivery of reliable customer service	6
Improve the customer relationship	7
Recognise and deal with customer queries, requests and problems	5
Take details of customer service problems	4
Resolve customer service problems	6
Deliver customer service to difficult customers	6
Monitor and solve customer service problems	6
Apply risk assessment to customer service	10
Develop customer relationships	6
Support customer service improvements	5