

Level 2 Apprenticeship in Customer Service (QCF)

About the course

The BTEC Level 2 Award and Certificate offer an engaging programme for those who are clear about the vocational area they want to learn more about. These learners may wish to extend their programme through the study of a related GCSE, a complementary NVQ or other related vocational or personal and social development qualifications. These learning programmes can be developed to allow learners to study complementary qualifications without duplication of content.

Structure of Course

The BTEC Level 2 Certificate in Customer Service is a 13-credit and 85 guided learning hour (GLH) qualification that consists of three mandatory units that provide for a total of 13 credits.

Assessment

The overall grade for each qualification is a 'pass'. The learner must achieve all the required units within the specified qualification structure.

To pass a unit the learner must:

- Achieve all the specified learning outcomes
- Satisfy all the assessment criteria by providing sufficient and valid evidence for each criterion
- Show that the evidence is their own.

The qualifications are designed to be assessed:

- In the workplace or
- In conditions resembling the workplace, as specified in the assessment requirements/strategy for the sector, or
- As part of a training programme.

Contact us

Call: 0844 248 0515

Email: sales@ixionholdings.com

Web: www.ixionholdings.com

Course Modules

Mandatory Group –

- Unit 1 Understanding good customer service
- Unit 2 Delivering effective customer service
- Unit 3 Planning for self-development in customer service

Remaining units can be found on the providing qualification board's website



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