

## Level 2 Diploma in Customer Service (QCF)

### About the course

This qualifications comprise QCF credit-rated units developed by the Institute of Customer Service, the Standards Setting Body for the Customer Service sector. These qualifications allow learners to apply knowledge, understanding and skills to a national occupation level required by employers, thus proving competency in their job role.

### Structure of Course

Learners must achieve all 12 credits from the two mandatory units. A further 30 credits must be achieved by completing a minimum of one unit from each of the four option groups; at least 10 of these 30 credits must be at Level 3.

A minimum of 42 credits are required overall for completion of this qualification.

### 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

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### Course Modules

#### Mandatory Group –

- Unit 3: Demonstrate understanding of customer service
- Unit 4: Demonstrate understanding of the rules that impact on improvements in customer service

#### Option Group A

- Unit 9: Communicate effectively with customers
- Unit 10: Give customers a positive impression of yourself and your organisation
- Unit 11: Promote additional services or products to customers
- Unit 12: Process information about customers
- Unit 13: Live up to the customer service promise
- Unit 14: Make customer service personal
- Unit 15: Go the extra mile in customer service
- Unit 16: Deal with customers face to face

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