

Level 2 Certificate in Customer Service (QCF)

About the course

The Level 2 NVQ Certificate in Customer Service is primarily aimed at candidates who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

Structure of Course

To achieve this qualification, candidates must complete a total of 28 credits, 8 credits from the mandatory units, 20 credits from the optional units. Candidates must select at least 1 unit from each optional group 1, 2, 3 and 4 of which a minimum of 11 credits must be achieved at Level 2.

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 A –

- Communicate using customer service language
- Follow the rules to deliver customer service.

Group B

- Maintain a positive and customer friendly attitude
- Adapt your behaviour to give a good customer service impression
- Communicate effectively with customers
- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process information about customers
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers face to face
- Deal with incoming telephone calls from customers
- Make telephone calls to customers
- Deal with customers in writing or electronically
- Use customer service as a competitive tool
- Organise the promotion of additional services or products to customers
- Build a customer service knowledge set

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