

Level 2 Diploma in Customer Service

Overview

The Level 2 Diploma in Customer Service qualification is suitable for learners wishing to improve their knowledge and skills in the importance of customer service including how to satisfy customers' expectations. It is designed for learners who deal with customers on a daily basis as part of their job role and is applicable to a variety of work environments.

This qualification is recognised as the combined (knowledge and competence) component of the Intermediate Level Apprenticeship in Customer Service.

The benefits of this qualification to the candidate

For candidates this qualification provides an opportunity:

- To develop skills and competence in delivering customer service
- Achieve a nationally recognised qualification valued by employers

The benefits of this qualification for business

For business the benefits include:

- Candidates achieve a nationally recognised qualification at Level 2.
- Candidates develop their knowledge and competence within a customer service environment

Who is this qualification suitable for?

Customer Service roles can be diverse in nature, from those specifically dedicated to providing customer-facing service for organisations to those where customer service is an inherent aspect of the job role. Candidates may be working in one of the following roles; however this list is not exhaustive:

- Customer Service and Sales Representatives
- Reception Desk Administrators
- Call Centre Operators / Customer Service Operatives
- Helpdesk Assistants
- Sales Assistant/Personal Shopper

Delivery

This qualification is combined qualification; this means that it covers both knowledge and competence. The qualification requires a candidate's to demonstrate their knowledge and skills to perform a range of tasks connected with their work.

Support

Candidates will be allocated a tutor who is a subject specialist within the field of customer service. Their tutor will support and advise candidates throughout their qualification and will:

- Support candidates to select the most appropriate optional units
- Discuss with candidates the most appropriate methods of assessment, these may include: observation, work products, witness testimonies, discussion, written questions and answers
- Support candidates in developing their knowledge and understanding
- Plan with candidates how to meet the qualification requirements and review and feedback on the work candidates complete.

Learning and assessment

Candidates are required to demonstrate that they meet the requirements of the qualification by producing a portfolio of evidence. Candidates will be given an account for our web based learning and assessment system (iLearner). Via this system candidates are able to:

- Progress at a pace that best suits them
- Study when and where they want
- Have instant access to all of the learning materials needed to develop their knowledge and understanding
- Communicate with those important to them in achieving their qualification.
- 24/7 activity is possible

Qualification duration

This is dependent upon the candidate's individual circumstances but generally the qualification duration is between 6 - 9 months.

Qualification content

To achieve this qualification, candidates must complete 45 credits.

Mandatory units:

Candidates must achieve 19 credits from the following five mandatory units:

- **Deliver Customer Service** (5 Credits/Level 2) - This unit aims to develop the knowledge and skills required to deliver customer service. Upon completion of this unit, learners will be able to prepare to deal with customers, provide customer service, and support improvements to customer service delivery.
- **Understand Customers** (2 Credits/Level 2) - This unit aims to develop the underpinning knowledge required to understand customers. Upon completion of this unit, learners will have developed an understanding of different types of customers and will also know the value of customers and their loyalty.
- **Principles of Customer Service** (4 Credits/Level 2) - This unit aims to develop knowledge and understanding regarding the key principles of customer service. Upon completion of this unit, learners will have developed an understanding of customer service and how to deliver it effectively. Learners will also develop an awareness of how legal and ethical requirements relate to customer service and will understand the management of customer service information.
- **Understand Employer Organisations** (4 Credits/Level 2) - This unit aims to develop knowledge and understanding regarding employer organisations. Upon completion of this unit, learners will have developed an understanding of organisational structures and the organisational environment.

Optional Units

Candidates must achieve a minimum of 26 credits from a range of optional units and must select at least one unit from each group from the following:

Group B – Candidates must achieve a minimum of 3 credits from the following units:

- Communicate verbally with customers (3 Credits/Level 2)
- Communicate with customers in writing (3 Credits/Level 2)

Group C – Candidates must achieve a minimum of 16 credits from the following units:

- Deal with incoming telephone calls from customers (3 Credits/Level 2)
- Make telephone calls to customers (3 Credits/Level 2)
- Promote additional products and/or services to customers (2 Credits/Level 2)
- Process information about customers (3 Credits/Level 2)
- Exceed customer expectations (3 Credits/Level 2)
- Deliver customer service whilst working on customers' premises (4 Credits/Level 2)
- Carry out customer service handovers (3 Credits/Level 2)
- Resolve customer service problems (5 Credits/Level 2)
- Deliver customer service to challenging customers (3 Credits/Level 2)
- Develop customer relationships (3 Credits/Level 2)
- Support customer service improvements (3 Credits/Level 2)
- Support customers through real-time online customer service (3 Credits/Level 2)
- Support customers using self-service equipment (3 Credits/Level 2)
- Use social media to deliver customer service (3 Credits/Level 2)
- Provide post-transaction customer service (5 Credits/Level 2)
- Resolve customers' complaints (4 Credits/Level 3)
- Gather, analyse and interpret customer feedback (5 Credits/Level 3)

Option Group D - Candidates must achieve a minimum of 7 credits from the following units:

- Health and safety procedures in the workplace (2 Credits/Level 2)
- Manage diary systems (2 Credits/Level 2)
- Provide reception services (3 Credits/Level 2)
- Contribute to the organisation of an event (3 Credits/Level 2)
- Buddy a colleague to develop their skills (3 Credits/Level 2)
- Employee rights and responsibilities (2 Credits/Level 2)
- Develop working relationships with colleagues (3 Credits/Level 2)
- Principles of equality and diversity in the workplace (2 Credits/Level 2)
- Processing sales orders (2 Credits/Level 2)
- Meeting customers' after sales needs (3 Credits/Level 2)
- Handling objections and closing sales (3 Credits/Level 2)
- Deal with incidents through a contact centre (7 Credits/Level 2)
- Carry out direct sales activities in a contact centre (5 Credits/Level 2)
- Negotiate in a business environment (4 Credits/Level 3)
- Bespoke software (3 Credits/Level 2)

Entry requirements

There are no formal entry requirements for this qualification. Candidates must be over 16 years of age.

Resources

Candidates will be provided with all the resources needed to complete this qualification at no additional cost.

Progression

Those who achieve this qualification may wish to progress onto the Level 3 Diploma in Customer Service,

Questions

Please call us on 0191-6600355, email us info@roveconsultancy.co.uk or visit us: www.roveconsultancy.co.uk