

QCF CERTIFICATE IN CUSTOMER SERVICE LEVEL 2



**FUNDING/
CO-FUNDING
AVAILABLE**

The QCF Certificate in Customer Service level 2 is a nationally recognised qualification based on the national occupational standards developed by Asset Skills and awarded by City & Guilds.

The award aims to build on or recognise good practice in customer service in any industry or to support technical skills. Candidates will have the opportunity to build on their knowledge, understanding and experience and support others in the development of excellent customer service.

Details Programme

To achieve the level 2 NVQ Certificate in Customer Service you must reach a minimum credit value of 28. A minimum of 15 credits must be at level 2. 8 credits must be achieved from the Mandatory units. A further 20 credits must be achieved by completing a minimum of one unit from each Optional Group.

Mandatory Units

Unit 101: Communicate using customer service language
Unit 201: Follow the rules to deliver customer service

The optional units are broken down into groups. They cover

Impression and image
Service Delivery
Handling Problems
Development and Improvement

Within each group there are level 1 & 3 units, therefore being more flexible and adaptable to suit individuals abilities.

Assessment

Each learner is assigned an assessor who is responsible for:

- support and encouraging candidates;
- drawing up assessment plans with candidates;
- preparing candidates for assessment;
- provide equal opportunities for assessment.
- Provide email, telephone support and monthly meetings

Entry Requirements

The course is open to anyone who works in a customer –facing role. You don't need any prior qualifications. For level 2 you might be a young learner or an adult. The qualification requires you to have some responsibility to providing customer service delivery.

How long will it take

Depending on experience most participants complete within 6/9 months. Individual learner plans are produced for each learner.

Progression

Level 2 NVQ Diploma
Level 3 NVQ Diploma

QCF in other work related areas such as Administration, Retail, Contact Centres, Accounting and IT.

The credits gained for each unit chosen in level 2 Certificate can contribute, therefore reducing the workload to achieve the above awards.

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