

# Level 2 NVQ in Customer Service

The Qualification structure below specifies the combination of units that need to be achieved for the individual to be awarded the qualification.

## Qualification Title: Level 2 Diploma in Customer Service

### Minimum Credit Value: 45

The learner must achieve a minimum of 45 credits. 19 credits from the Mandatory Group, a minimum of 3 credits from Optional Group A, and a minimum of 16 credits from Optional Group B. A maximum of 7 credits can be achieved from Optional Group C.

**Mandatory Units** - The learner must achieve 19 credits from the 5 units in this Mandatory Group.

**Optional Group A** - The learner must achieve a minimum of 3 credits in this Optional Group.

**Optional Group B** - The learner must achieve a minimum of 16 credits in this Optional Group.

**Optional Group C** - The learner must achieve a maximum of 7 credits in this Optional Group.

### Mandatory Units

Credit Value : **19** | Units Required: **5**

| Title                                       | Credits | Level |
|---|---------|-------|
| Deliver customer service                    | 5       | 2     |
| Understand customers                        | 2       | 2     |
| Principles of customer service              | 4       | 2     |
| Understand employer organisations           | 4       | 2     |
| Manage personal performance and development | 4       | 2     |

### Optional Units

Credit Value : **26** | Units Required: **6**

| Title  | Credits | Level |
|--|---------|-------|
| Group A - Communicate verbally with customers                            | 3       | 2     |
| Group A - Communicate with customers in writing                          | 3       | 2     |
| Group B - Deal with incoming telephone calls from customers              | 3       | 2     |
| Group B - Make telephone calls to customers                              | 3       | 2     |
| Group B - Promote additional products and/or services to customers       | 2       | 2     |
| Group B - Process information about customers                            | 3       | 2     |
| Group B - Exceed customer expectations                                   | 3       | 2     |
| Group B - Deliver customer service whilst working on customers' premises | 4       | 2     |
| Group B - Carry out customer service handovers                           | 3       | 2     |
| Group B - Resolve customer service problems                              | 5       | 2     |
| Group B - Deliver customer service to challenging customers              | 3       | 2     |
| Group B - Develop customer relationships                                 | 3       | 2     |
| Group B - Support customer service improvements                          | 3       | 2     |

| Title   | Credits | Level |
|---|---------|-------|
| Group B - Support customers through real-time online customer service | 3       | 2     |
| Group B - Use social media to deliver customer service                | 3       | 2     |
| Group B - Resolve customers' complaints                               | 4       | 3     |
| Group B - Gather, analyse and interpret customer feedback             | 5       | 3     |
| Group B - Support customers using self-service equipment              | 3       | 2     |
| Group B - Provide post-transaction customer service                   | 5       | 2     |
| Group C - Health and Safety Procedures in the Workplace               | 2       | 2     |
| Group C - Manage diary systems  | 2       | 2     |
| Group C - Provide reception services                                  | 3       | 2     |
| Group C - Contribute to the organisation of an event                  | 3       | 2     |
| Group C - Buddy a colleague to develop their skills                   | 3       | 2     |
| Group C - Employee rights and responsibilities                        | 2       | 2     |
| Group C - Develop working relationships with colleagues               | 3       | 2     |
| Group C - Principles of equality and diversity in the workplace       | 2       | 2     |
| Group C - Processing sales orders                                     | 2       | 2     |
| Group C - Meeting customers' after sales needs                        | 3       | 2     |
| Group C - Handling objections and closing sales                       | 3       | 2     |
| Group C - Deal with incidents through a contact centre                | 7       | 2     |
| Group C - Carry out direct sales activities in a contact centre       | 5       | 2     |
| Group C - Negotiate in a business environment                         | 4       | 3     |
| Group C - Bespoke Software  | 3       | 2     |