

Customer Service Level 2

Everyone knows how important it is to look after your customers. As an investment, customer service training and development brings the very highest returns. We have a suite of qualifications designed to support your employees in enhancing their customer service and customer handling skills.

Developed in collaboration with the Sector Skills Body for business, the customer service qualifications have been developed following research into emerging industry trends, research into the skills and knowledge requirements of employers.

The Level 2 Diploma in Customer Service aims to develop the learner's knowledge of effective customer service and how practical skills can be developed for effective customer service in any industry. Selecting from a range of units this qualification will develop an individual's skills and further enhance their knowledge of the subject.

Level 2 NVQ Diploma in Customer Service (RQF)

To achieve a Level 2 Diploma in Customer Service, learners must complete a **minimum of 49 credits**:

- 23 credits from MANDATORY GROUP UNITS
- A minimum of 3 credits from OPTIONAL GROUP B UNITS
- A maximum of 16 credits from OPTIONAL GROUP C UNITS
- A maximum of 7 credits from OPTIONAL GROUP D UNITS

A **minimum of 49 credits** must be achieved through the completion of units at Level 2 or above.



Select
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Enabling you to develop, progress and achieve.

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Mandatory Group A	Credit	Level
Deliver customer service	5	2
Understand customers (Multiple choice online test)	2	2
Principles of customer service (Multiple choice online test)	4	2
Understand employer organisations (Multiple choice online test)	4	2
Manage personal performance and development	4	2
Employee rights and responsibilities (Short answer questions)	2	2
Principles of equality and diversity in the workplace (Multiple choice online test)	2	2
Optional Group B	Credit	Level
Communicate verbally with customers	3	2
Communicate with customers in writing	3	2
Optional Group C	Credit	Level
Deal with incoming telephone calls from customers	3	2
Make telephone calls to customers	3	2
Promote additional products and/or services to customers	2	2
Process information about customers	3	2
Exceed customer expectations	3	2
Deliver customer service whilst working on customer's premises	4	2
Carry out customer service handovers	3	2
Resolve customer service problems	5	2
Deliver customer service to challenging customers	3	2
Develop customer relationships	3	2
Support customer service improvements	3	2
Support customers through real-time online customer service	3	2
Support customers using self-service equipment	3	2
Provide post-transaction customer service	5	2
Resolve customers' complaints	4	3
Gather, analyse and interpret customer feedback	5	3
Optional Group D	Credit	Level
Health and safety procedures in the workplace	2	2
Manage diary systems	2	2
Provide reception services	3	2
Contribute to the organisation of an event	3	2
Buddy a colleague to develop their skills	3	2
Develop working relationships with colleagues	3	2
Processing sales orders	2	2
Meeting customers' after sales needs	3	2
Handling objections and closing sales	3	2
Deal with incidents through a contact centre	7	2
Carry out direct sales activities in a contact centre	5	2
Bespoke Software	3	2
Negotiate in a business environment	4	3