

**all you need
to know.**

Qualification Specification

NCFE Level 2 Diploma in Customer Service (601/3973/0)

Aims and objectives of this qualification

This qualification aims to:

- provide learners with the skills and knowledge required to successfully work in customer services
- develop learners' skills in communication, resolving queries and meeting customers' needs
- build learners' knowledge of the principles of customer service.

The objectives of this qualification are to help learners to:

- develop customer service skills that can be relied upon by employers in a range of industries
- provide learners with the skills and knowledge needed to communicate effectively with customers and provide effective customer service.

Achieving this qualification

To be awarded the NCFE Level 2 Diploma in Customer Service, learners must achieve a minimum of 45 credits:

- a total of **19** credits from Group A
- a minimum of **3** credits from Group B
- a minimum of **16** credits from Group C
- the remaining credits can be taken from Groups B, C or D.

Group A mandatory units

- Unit 01 Deliver customer service (5 credits)
- Unit 02 Understand customers (2 credits)
- Unit 03 Principles of customer service (4 credits)
- Unit 04 Understand employer organisations (4 credits)
- Unit 05 Manage personal performance and development (4 credits)

Group B optional units

- Unit 06 Communicate verbally with customers (3 credits)
- Unit 07 Communicate with customers in writing (3 credits)

Group C optional units

- Unit 08 Deal with incoming telephone calls from customers (3 credits)
- Unit 09 Make telephone calls to customers (3 credits)
- Unit 10 Promote additional products and/or services to customers (2 credits)
- Unit 11 Process information about customers (3 credits)
- Unit 12 Exceed customer expectations (3 credits)
- Unit 13 Deliver customer service whilst working on customers' premises (4 credits)
- Unit 14 Carry out customer service handovers (3 credits)
- Unit 15 Resolve customer service problems (5 credits)
- Unit 16 Deliver customer service to challenging customers (3 credits)
- Unit 17 Develop customer relationships (3 credits)
- Unit 18 Support customer service improvements (3 credits)
- Unit 19 Support customers through real-time online customer service (3 credits)
- Unit 20 Use social media to deliver customer service (3 credits)
- Unit 21 Resolve customers' complaints (4 credits)

- Unit 22 Gather, analyse and interpret customer feedback (5 credits)
- Unit 23 Support customers using self-service equipment (3 credits)
- Unit 24 Provide post-transaction customer service (5 credits)

Group D optional units

- Unit 25 Health and safety procedures in the workplace (2 credits)
- Unit 26 Manage diary systems (2 credits)
- Unit 27 Provide reception services (3 credits)
- Unit 28 Contribute to the organisation of an event (3 credits)
- Unit 29 Buddy a colleague to develop their skills (3 credits)
- Unit 30 Employee rights and responsibilities (2 credits)
- Unit 31 Develop working relationships with colleagues (3 credits)*
- Unit 32 Principles of equality and diversity in the workplace (2 credits)
- Unit 33 Processing sales orders (2 credits)
- Unit 34 Meeting customers' after-sales needs (3 credits)
- Unit 35 Handling objections and closing sales (3 credits)
- Unit 36 Deal with incidents through a contact centre (7 credits)
- Unit 37 Carry out direct sales activities in a contact centre (5 credits)
- Unit 38 Negotiate in a business environment (4 credits)
- Unit 39 Bespoke software (3 credits)

To achieve the NCFE Level 2 Diploma in Customer Service, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification.

Grades are not awarded