

The logo consists of the text "QTraining" in a black, sans-serif font, enclosed within a black rectangular border. The entire logo is positioned in the top right corner of a white scroll-like frame.

QTraining

Level 2 NVO Certificate in Customer Service

1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification:

Qualification title and level	Level 2 NVQ Certificate in Customer Service
City & Guilds qualification number	4430-02
Qualification accreditation number	500/9341/1
Last registration date	31/07/2014
Last certification date	31/07/2016

The level 2 City & Guilds NVQ Certificate in Customer Service qualification aims to build on or recognise good practice in customer service in any industry or to support their technical expertise in any job role, acknowledging the importance of effective communication and service delivery. Anyone dealing with internal or external customers will benefit from gaining knowledge, understanding and experience of dealing with routine and more difficult customers, confident in their use of language and of the processes designed to make their role effective. Candidates will have the opportunity to improve their own skills and to support others within their team or organisation in the development of excellent customer service.

Contacting the Sector Skills Body (SSB)

The Council for Administration (CFA)

Tel: 020 7091 9620

Website: www.cfa.uk.com

The Institute of Customer Service (ICS)

Tel: 01206 571 716

Fax: 01206 546 688

Website: www.instituteofcustomerservice.com

1.1 Qualification structure

To achieve the **Level 2 NVQ Certificate in Customer Service**, learners must achieve:

Minimum Credit Value: 28

A minimum of **15 credits** must be at **level 2**.

The learner must achieve **8 credits** from the **Mandatory Units**.

A further **20 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

The diagram below illustrates the unit titles, the credit value of each unit and the title of the qualification which will be awarded to candidates successfully completing the required combination of units and/or credits.

City & Guilds unit number	Mandatory Units - Customer Service Foundations	QCF Level	QCF Credit	GLH
4430-101	Communicate using customer service language (F1)	1	4	30
4430-201	Follow the rules to deliver customer service (F2)	2	4	30
City & Guilds unit number	Optional Units - Impression and Image	QCF Level	QCF Credit	GLH
4430-102	Maintain a positive and customer-friendly attitude (A1)	1	5	33
4430-103	Adapt your behaviour to give a good customer service impression (A2)	1	5	33
4430-202	Communicate effectively with customers (A3)	2	5	33
4430-203	Give customers a positive impression of yourself and your organisation (A4)	2	5	33
4430-204	Promote additional services or products to customers (A5)	2	6	40
4430-205	Process information about customers (A6)	2	5	33
4430-206	Live up to the customer service promise (A7)	2	6	40
4430-207	Make customer service personal (A8)	2	6	40
4430-208	Go the extra mile in customer service (A9)	2	6	40
4430-209	Deal with customers face to face (A10)	2	5	33
4430-210	Deal with incoming telephone calls from customers (A11)	2	5	33
4430-211	Make telephone calls to customers (A12)	2	6	40
4430-303	Deal with customers in writing or electronically (A13)	3	6	40
4430-304	Use customer service as a competitive tool (A14)	3	8	53
4430-305	Organise the promotion of additional services or products to customers (A15)	3	7	47
4430-306	Build a customer service knowledge set (A16)	3	7	47

City & Guilds unit number	Optional Units - Delivery	QCF Level	QCF Credit	GLH
4430-104	Do your job in a customer-friendly way (B1)	1	5	33
4430-212	Deliver reliable customer service (B2)	2	5	33
4430-213	Deliver customer service on your customer's premises (B3)	2	5	33
4430-214	Recognise diversity when delivering customer service (B4)	2	5	33
4430-215	Deal with customers across a language divide (B5)	2	8	53
4430-216	Use questioning techniques when delivering customer service (B6)	2	4	27
4430-217	Deal with customers using bespoke software (B7)	2	5	33
4430-218	Maintain customer service through effective hand over (B8)	2	4	27
4430-307	Deliver customer service using service partnerships (B9)	3	6	40
4430-308	Organise the delivery of reliable customer service (B10)	3	6	40
4430-309	Improve the customer relationship (B11)	3	7	47
City & Guilds unit number	Optional Units - Handling Problems	QCF Level	QCF Credit	GLH
4430-105	Recognise and deal with customer queries, requests and problems (C1)	1	5	33
4430-106	Take details of customer service problems (C2)	1	4	27
4430-219	Resolve customer service problems (C3)	2	6	40
4430-220	Deliver customer service to difficult customers (C4)	2	6	40
4430-310	Monitor and solve customer service problems (C5)	3	6	40
4430-311	Apply risk assessment to customer service (C6)	3	10	67
4430-312	Process customer service complaints (C7)	3	6	40
City & Guilds unit number	Optional Units - Development and Improvement	QCF Level	QCF Credit	GLH
4430-221	Develop customer relationships (D1)	2	6	40
4430-222	Support customer service improvements (D2)	2	5	33
4430-223	Develop personal performance through delivering customer service (D3)	2	6	40
4430-224	Support customers using on-line customer services (D4)	2	5	33
4430-225	Buddy a colleague to develop their customer service skills (D5)	2	5	33
4430-226	Develop your own customer service skills through self-study (D6)	2	6	40
4430-227	Support customers using self-service technology (D7)	2	5	33
4430-313	Work with others to improve customer service (D8)	3	8	53
4430-314	Promote continuous improvement (D9)	3	7	47
4430-315	Develop your own and others' customer service skills (D10)	3	8	53
4430-316	Lead a team to improve customer service (D11)	3	7	47
4430-317	Gather, analyse and interpret customer feedback (D12)	3	10	67
4430-318	Monitor the quality of customer service transactions (D13)	3	7	47