

Level 2 Diploma in Customer Service (combined qualification)

Qualification Title	Level 2 Diploma in Customer Service (QCF)
Credit Value	45
Level	2
Structure Reference	S/016/608
Minimum GLH	245
Maximum GLH	305
Qualification Structure	<p>To achieve a Level 2 Diploma in Customer Service, learners must complete a minimum of 45 credits:</p> <ol style="list-style-type: none"> 1. 19 credits from MANDATORY GROUP A 2. a minimum of 3 credits from OPTIONAL GROUP B 3. a minimum of 16 credits from OPTIONAL GROUP C 4. a maximum of 7 credits from OPTIONAL GROUP D. <p>A minimum of 45 credits must be achieved through the completion of units at Level 2 or above.</p>

Mandatory Group A						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
1	CS 7	A/506/2130	Deliver customer service	5	2	27
2	CS 8	F/506/2131	Understand customers	2	2	17
3	CS 9	J/506/2132	Principles of customer service	4	2	34
4	B&A 38	A/506/1964	Understand employer organisations	4	2	40
5	M&L 1	L/506/1788	Manage personal performance and development	4	2	18

Optional Group B						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
6	CS 5	D/506/2119	Communicate verbally with customers	3	2	14
7	CS 6	T/506/2126	Communicate with customers in writing	3	2	20

Optional Group C						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
8	CS 10	H/506/2154	Deal with incoming telephone calls from customers	3	2	16
9	CS 11	K/506/2155	Make telephone calls to customers	3	2	16
10	CS 12	L/506/2133	Promote additional products and/or services	2	2	14

			to customers			
11	CS 13	R/506/2134	Process information about customers	3	2	14
12	CS 14	Y/506/2135	Exceed customer expectations	3	2	15
13	CS 15	T/506/2143	Deliver customer service whilst working on customer's premises	4	2	20
14	CS 16	T/506/2157	Carry out customer service handovers	3	2	15
15	CS 17	A/506/2158	Resolve customer service problems	5	2	22
16	CS 18	F/506/2159	Deliver customer service to challenging customers	3	2	16
17	CS 19	Y/506/2149	Develop customer relationships	3	2	18
18	CS 20	T/506/2160	Support customer service improvements	3	2	12
19	CS 21	A/506/2161	Support customers through real-time online customer service	3	2	15
20	CS 22	H/506/2977	Support customers using self-service equipment	3	2	18
21	CS 23	J/506/2163	Use social media to deliver customer service	3	2	18
22	CS 24	K/506/2978	Provide post-transaction customer service	5	2	22
23	CS 31	R/506/2151	Resolve customers' complaints	4	3	22
24	CS 32	D/506/2170	Gather, analyse and interpret customer feedback	5	3	24

Optional Group D

Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
25		T/505/4673	Health and safety procedures in the workplace	2	2	16
26	B&A 13	L/506/1807	Manage diary systems	2	2	12
27	B&A 19	H/506/1814	Provide reception services	3	2	15
28	B&A 27	L/506/1869	Contribute to the organisation of an event	3	2	23
29	B&A 35	M/506/1895	Buddy a colleague to develop their skills	3	2	19
30	B&A 39	L/506/1905	Employee rights and responsibilities	2	2	16
31	M&L 2	R/506/1789	Develop working relationships with colleagues	3	2	19
32	M&L 7	J/506/1806	Principles of equality and diversity in the workplace	2	2	10
33		M/502/8587	Processing sales orders	2	2	17
34		R/502/8601	Meeting customers' after sales needs	3	2	14
35	B&A 13	M/502/8606	Handling objections and closing sales	3	2	22

36	B&A 19	K/503/0421	Deal with incidents through a contact centre	7	2	40
37	B&A 27	L/503/0394	Carry out direct sales activities in a contact centre	5	2	15
38	B&A 35	H/506/1912	Negotiate in a business environment	4	3	18
39		F/502/4396	Bespoke Software	3	2	20