

**Qualification Structure for Level 2 Diploma in Customer Service: 5530 - 02**

**To achieve the Level 2 Diploma in Customer Service, learners must complete a minimum of 45 credits:**

- 19 credits from Group A Mandatory Units
- A minimum of 3 credits from Group B Optional Units
- A minimum of 16 credits from Group C Optional Units
- A maximum of 7 credits from Optional Group D

A minimum of 45 credits must be achieved through the completion of units at Level 2 or above

**Diploma in Customer Service Level 2 (QCF)**

**Mandatory Group A Units**

Unit Number	Unit Title	QCF Level	Credit Value
201	Deliver customer service	2	5
202	Understand customers	2	2
203	Principles of customer service	2	4
204	Understand employer organisations	2	4
205	Manage personal performance and development	2	4

**Optional Group B**

Unit Number	Unit Title	QCF Level	Credit Value
206	Communicate verbally with customers	2	3
207	Communicate with customers in writing	2	3

**Optional Group C**

Unit Number	Unit Title	QCF Level	Credit Value
208	Deal with incoming telephone calls from customers	2	3
209	Make telephone calls to customers	2	3
210	Promote additional products and/or or services to customers	2	2
211	Process information about customers	2	3
212	Exceed customer expectations	2	3
213	Deliver customer service whilst working on customer's premises	2	4
214	Carry out customer service handovers	2	3
215	Resolve customer service problems	2	5
216	Deliver customer service to challenging customers	2	3
217	Develop customer relationships	2	3
218	Support customer service improvements	2	3
219	Support customer service through real-time online customer service	2	3
220	Support customer service using self service equipment	2	3
221	Use social media to deliver customer service	2	3
222	Provide post-transaction customer service	2	5
302	Gather, analyse and interpret customer feedback	3	5
311	Resolve customers complaints	3	4

**Optional Group D**

Location	Title	Responsibility	Date Created	Version/updated	Review Date
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<b>Unit Number</b>	<b>Unit Title</b>	<b>QCF Level</b>	<b>Credit Value</b>
223	Health & safety procedures in the workplace	2	2
224	Manage diary systems	2	2
225	Provide reception services	2	3
226	Contribute to the organisation of an event	2	3
227	Buddy a colleague to develop their skills	2	3
228	Employee rights and responsibilities	2	2
229	Develop working relationships with colleagues	2	3
230	Principles of equality and diversity in the workplace	2	2
231	Processing sales orders	2	2
232	Meeting customers after sales needs	2	3
233	Handling objections and closing sales	2	3
234	Deal with incidents through a contact centre	2	7
235	Carry out direct sales activities in a contact centre	2	3
236	Bespoke software	2	3
303	Negotiate in a business environment	3	4

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