

# Qualification factsheet

## Qualification overview

<b>Qualification title</b>	NCFE Level 2 Diploma for Customer Service Practitioners		
<b>Qualification number (QN)</b>	603/5681/9		
<b>Total qualification time (TQT):</b>	375	<b>Guided learning hours (GLH)</b>	205
<b>Entry requirements:</b>	<p>This qualification is designed for learners who are working, or would like to work, in a customer service role within any sector or industry. It is ideal for those who are new to the role or who have been working in a customer service role for a short period of time.</p> <p>Entry is at the discretion of the centre. However, learners should be aged 16 or above to undertake this qualification.</p>		

## About this qualification

This qualification is designed to provide learners with the knowledge, skills and understanding to work in a customer service role within any sector or industry.

The qualification will support learners completing the Customer Service Practitioner Apprenticeship Standard. The qualification can also be used as a stand-alone qualification for those learners wishing to gain a qualification in customer service.

The qualification aims to:

- focus on the study of customer service within any sector or industry
- provide opportunities to develop further knowledge and skills for those working in a customer service role.

## Qualification structure

To be awarded this qualification, learners are required to successfully complete 6 mandatory units.

### Mandatory units

Unit 01 Understand the principles of delivering customer service
Unit 02 Understand an organisation and its customers
Unit 03 Understand and deliver high quality customer experience
Unit 04 Effectively communicate with a range of customers
Unit 05 Support and improve customer service
Unit 06 Understand and develop your role within the team and the organisation

## **Assessment**

This is a knowledge and skills-based qualification with an internally assessed and externally quality assured portfolio of evidence.

## **Progression opportunities**

The objectives of this qualification are to:

- understand customer service and the legislation that affects its delivery
- understand the purpose, aim and values of an organisation
- understand how to create a positive customer experience and support customers on an organisation's products and services
- communicate effectively with customers through various media, including dealing with complaints, conflict and challenge
- support and improve customer service
- understand and develop your role within the team and the organisation.

Learners who achieve this qualification could progress to:

- Level 3 Certificate in Principles of Customer Service
- Level 3 Diploma for Business Administrators
- Level 3 Diploma in Management Skills and Knowledge



## Contact us

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