



Features and benefits

NCFE Level 2 Certificate in Principles of Customer Service (601/7070/0)

Minimum entry age: 16

Resources: Learner's Evidence Tracking Log, Learner workbook

Features	Benefits to the centre	Benefits to the learner	Benefits to the employer
Eligible for SFA funding - please check https://www.gov.uk/government/publications/qualificationssimplified-funding-rates-2015-to-2016 for up-to-date information	SFA funding confirmed for 19+ learners	Increases accessibility	Increases accessibility
Knowledge-based qualification	No special resources required		
Assessed via portfolio of evidence	Using a portfolio approach allows centres to be flexible in devising their own assessment methods based on the preferences of their learners such as audio, visual and written evidence. There is less demand on centres to organise a test and it requires no additional resources over and above the norm of blended learning and delivery	Caters for different learning styles Assessment method favoured by learners who find exam conditions stressful	

Features	Benefits to the centre	Benefits to the learner	Benefits to the employer
Learners who achieve this qualification will be able to RPL their learning into the Level 2 Diploma in Customer Service	Will not have to repeat the knowledge-based learning	Will not have to repeat the knowledge-based learning	Increases accessibility
Introductory qualification	No pre-requisite qualifications are required, increasing accessibility	Increases accessibility	Increases accessibility