

Level 2 Diploma in Customer Service



A minimum of 45 credits is required to achieve this qualification. This is made up of 19 credits from Group A- Mandatory units, a minimum of 3 credits

From Optional Group B, A minimum of 16 credits from Optional Group C and a maximum of 7 credits from optional Group D units. All credits must be achieved at Level 2 or above.

Mandatory Group A

| Unit Level | Credit value | Unit Title |
|------------|--------------|---|
| 2 | 5 | Deliver customer service |
| 2 | 2 | Understand customer service |
| 2 | 4 | Principles of customer service |
| 2 | 4 | Understand employer organisations |
| 2 | 4 | Manage personal performance and development |

Option Group B

| Unit Level | Credit value | Unit Title |
|------------|--------------|---------------------------------------|
| 2 | 3 | Communicate verbally with customers |
| 2 | 3 | Communicate with customers in writing |

Option Group C

| Unit Level | Credit value | Unit Title |
|------------|--------------|--|
| 3 | 2 | Deal with incoming telephone calls from customers |
| 3 | 2 | Make telephone calls to customers |
| 2 | 2 | Promote additional products and / or services to customers |
| 3 | 2 | Process information about customers |
| 3 | 2 | Exceed customer expectations |
| 4 | 2 | Deliver customer service whilst working on customer's premises |
| 3 | 2 | Carry out customer service handovers |
| 5 | 2 | Resolve customer service problems |
| 3 | 2 | Deliver customer service to challenging customers |
| 3 | 2 | Develop customer relationships |
| 3 | 2 | Support customer service improvements |
| 3 | 2 | Support customers through real-time inline customer service |
| 3 | 2 | Support customers using self-service equipment |
| 3 | 2 | Use social media to deliver customer service |
| 5 | 2 | Provide post-transaction customer service |
| 4 | 3 | Resolve customer complaints |
| 5 | 3 | Gather, analyse and interpret customer feedback |

Option Group D

| Unit Level | Credit value | Unit Title |
|------------|--------------|---|
| 2 | 2 | Health and safety procedures in the workplace |
| 2 | 2 | Manage diary systems |
| 3 | 2 | Provide reception services |
| 3 | 2 | Contribute to the organisation of an event |
| 3 | 2 | Buddy a colleague to develop their skills |
| 2 | 2 | Employee rights and responsibilities |
| 3 | 2 | Develop working relationships with colleagues |
| 2 | 2 | Principles of equality and diversity in the workplace |

Option Group D continued

| Unit Level | Credit value | Unit Title |
|-------------------|---------------------|--|
| 2 | 2 | Processing sales orders |
| 3 | 2 | Meeting customers' after sales needs |
| 3 | 2 | Handling objections to closing sales |
| 7 | 2 | Deal with incidents through a call centre |
| 5 | 2 | Carry out direct sales activities in a call centre |
| 4 | 3 | Negotiate in a business environment |
| 3 | 2 | Bespoke Software |