



Section 1:

Overview

Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This Qualification Specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 2 NVQ Certificate in Customer Service.

The NCFE Level 2 NVQ Certificate in Customer Service a competence-based qualification.

A competence-based qualification is based on National Occupational Standards and is a job-ready qualification which requires learners to demonstrate the skills and knowledge required to work in a specific industry. A competence-based qualification must be assessed in the workplace in accordance with the relevant assessment requirements. For further information on the assessment requirements see page 9.

All information contained in this specification is correct at the time of publishing.

Accreditation and funding

The NCFE Level 2 NVQ Certificate in Customer Service has been accredited by the qualifications regulators for England, Wales and Northern Ireland¹, and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number is 501/0263/1.

It's fundable under the Learning and Skills Act 2000 under Sections 96 and 97. The aim reference is 50102631. Contact your local funding provider for further guidance.

¹The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.



Achieving this
competence
based
qualification

This qualification is made up of 2 mandatory units:

Mandatory units

- [Communicate using customer service language F/601/1609](#)
- [Follow the rules to deliver customer service L/601/1614](#)

and the following 47 optional units:

Impression and Image Theme

- [Maintain a positive and customer-friendly attitude R/601/1209](#)
- [Deal with customers face to face T/601/1221](#)
- [Deal with incoming telephone calls from customers F/601/1223](#)
- [Make telephone calls to customers J/601/1224](#)
- [Deal with customers in writing or electronically R/601/1226](#)
- [Use customer service as a competitive tool D/601/1228](#)
- [Organise the promotion of additional services or products to customers D/601/1231](#)
- [Build a customer service knowledge set K/601/1233](#)
- [Adapt your behaviour to give a good customer service impression L/601/1211](#)
- [Communicate effectively with customers R/601/1212](#)
- [Give customers a positive impression of yourself and your organisation L/601/0933](#)
- [Promote additional services or products to customers D/601/0936](#)
- [Process information about customers H/601/1215](#)
- [Live up to the customer service promise M/601/1217](#)

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- [Make customer service personal T/601/1218](#)
 - [Go the extra mile in customer service M/601/1220](#)

Delivery Theme

- [Do your job in a customer-friendly way A/601/1205](#)
- [Organise the delivery of reliable customer service Y/601/1230](#)
- [Improve the customer relationship H/601/1232](#)
- [Deliver reliable customer service J/601/1210](#)
- [Deliver customer service on your customer's premises Y/601/1213](#)
- [Recognise diversity when delivering customer service K/601/1216](#)
- [Deal with customers across a language divide A/601/1219](#)
- [Use questioning techniques when delivering customer service A/601/1222](#)
- [Deal with customers using bespoke software L/601/1225](#)
- [Maintain customer service through effective handover Y/601/1227](#)
- [Deliver customer service using service partnerships H/601/1229](#)

Handling Problems Theme

- [Recognise and deal with customer queries, requests and problems M/601/1508](#)
- [Take details of customer service problems T/601/1509](#)
- [Resolve customer service problems M/601/1511](#)
- [Deliver customer service to difficult customers T/601/1512](#)
- [Monitor and solve customer service problems J/601/1515](#)
- [Apply risk assessment to customer service D/601/1519](#)



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- [Process customer service complaints D/601/1522](#)

Development and Improvement Theme

- [Develop customer relationships T/601/1526](#)
 - [Develop your own customer service skills through self-study R/601/1548](#)
 - [Lead a team to improve customer service H/601/1568](#)
 - [Gather, analyse and interpret customer feedback H/601/1571](#)
 - [Monitor the quality of customer service transactions T/601/1574](#)
 - [Support customer service improvements A/601/1530](#)
 - [Develop personal performance through delivering customer service R/601/1534](#)
 - [Support customers using on-line customer services H/601/1540](#)
 - [Buddy a colleague to develop their customer service skills M/601/1542](#)
 - [Develop your own and others' customer service skills K/601/1555](#)
 - [Support customers using self-service technology Y/601/1549](#)
 - [Work with others to improve customer service D/601/1553](#)
 - [Promote continuous improvement H/601/1554](#)
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To achieve the qualification, learners must achieve a total of at least 28 credits.

8 credits must be achieved by completing the mandatory units. A further 20 credits must be achieved by completing a minimum of one unit from each optional group.

A minimum of 15 credits must be at Level 2.

To successfully complete a unit, each learner has to provide evidence satisfying all the performance and knowledge standards in that unit.

The learning outcomes and assessment criteria are available by clicking on the unit titles above which are hyper-linked to the Register of Regulated Qualifications.

**Who and what
is it for?**

This qualification is ideal for those people whose customer service role calls for well-developed behavioural competence but whose scope for bringing about change and independent decision-making is limited.

Entry guidance

There aren't any specific recommended prior learning requirements for this qualification. However, learners might find it useful if they've already completed qualifications in a relevant area at Level 1.

Learners have to be at least 16 years old.

**Resource
requirements**

There are no specific physical resource requirements for this qualification.

6



Progression and development opportunities

This qualification can provide progression to further qualifications at Level 2 or higher in the same and related subject areas.

These may include:

- Level 2 NVQ in Team Leading
- Level 2 NVQ in Business and Administration
- Level 3 NVQ in Customer Service
- Level 3 NVQ in Business and Administration

The qualification also provides a sound base for progression into employment within the customer service industry as well as a tool to progress within different aspects of the business administration sector.

For further details of these and other qualifications available in this sector area see the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>).

Credit transfer

One of the benefits of the QCF is that learners can transfer credit from one qualification to another. Learners who've already achieved one or more of the units included in this qualification elsewhere can transfer the credit already achieved. Simply let us know which units are being achieved by credit transfer on the Certificate Claim Form.

Please see the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>) for information about the units in this qualification.

Accreditation
and
certification
end dates

All qualifications on the QCF have accreditation and certification end dates to ensure that qualifications remain current and valid. The accreditation end date is the last date we can register learners on a qualification, and the certification end date is the last date that learners can be certificated.

Learners have up to 2 years after the accreditation end date, to complete this qualification and claim their certificate. For further information about accreditation and certification end dates please refer to the information about this qualification on our website (www.ncfe.org.uk) or alternatively you can check the information on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>).

What happens
at the end of an
accreditation
period?

We review qualifications that are near the end of their accreditation period, working with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases we'd apply to the regulators for an extension to the accreditation period. If an accreditation period is extended the certification period will also change.

We'll post information relating to changes or extensions to qualifications on our website (www.ncfe.org.uk) and centres approved to offer the qualification will be kept updated.

Mapping to
National
Occupational
Standards

This qualification reflects the qualification structure for the Level 2 NVQ Certificate in Customer Service published by the Institute of Customer Service (ICS). It uses the associated National Occupational Standards (NOS) units that belong to that structure, which are published by the ICS.



Further information on the NOS used in this qualification can be found on the ICS website (www.instituteofcustomerservice.com).

Assessment guidance

The occupational expertise, qualifications and experience required of Assessors and Internal Verifiers is set out in the Assessment Strategy for Customer Service S/NVQs at Levels 1, 2, 3 and 4 March 2010, which is available on our website (www.ncfe.org.uk).

Documentation

The following documents are essential reading for any centre involved in the delivery, assessment and administration of this competence based qualification:

- Assessment Strategy
- Evidence Requirements

Additional documents are available for those centres wishing to use them:

- Evidence Tracking Sheet
- Example pro-formas for Assessors and Internal Verifiers