Version 1 16.09.11

Rules of Combination

Customer Service:

NVQ in Customer Service **4430**

VRQ in Customer Service **4417**

VRQ in Customer Service **4425**

VRQ in Customer Service **4421**

VRQ in Customer Service **8992**

VRQ in Customer Service pre employment **4411**

VRQ in Introduction to Customer Service and conflict Handling **7011, 7012, 7013, 7014, 7015**

Contact Centre:

NVQ in Contact Centre Operations **3412**

VRQ in Contact Centre Skills **3411**

VRQ in Introduction to Contact Centres **4424**

Qualification Information			
CUSTOMER SERVICE			
Title	**Qual No.**	**Approval and EV approach**	**Assessment**
NVQ in Customer Service	4430	Approved by EV. EV visit	Competence based, portfolio of evidence
Certificate in Customer Services	4417	Approved by EV. EV visit	Unit 201 – GOLA test Unit 202, 301 and 302 – Assignment (externally set, internally marked and externally verified). All assessments in place and available on the City & Guilds website. Versions A-D plus a sample assignment available. All assignments have been mapped to the new NVQ. Documents available on the City & Guilds website include: handbook, live and sample assignments, fast track forms, candidate declaration forms and FAQs
Awards in Customer Service	4425	Approved by EV and moderated by head office	This qualification is made up of three single unit awards: Level 2 Award in Customer Service Delivery Level 2 Award in Customer Service Improvement Level 3 Award in Leading Customer Service The qualifications are designed to be a one/ two day course, many centres have learners on a roll on, roll off basis. Unit 201 – Short answer assessment. Unit 212 and 301 – Assignments (ALL Externally set short answer assessment, Locally marked and externally moderated by the assessment team. Assessment is downloadable from the website. The scripts will be requested from the centres when the moderation is due to take place.
Award in Customer Service	4421 – 4421-22 4421-23 4421-24 4421-25	Approved by EV. EV visit	This qualification is available at 2 levels - Levels 2 and 3 Units 201 and 301 are both assessed by Short answer assessment. (Externally set, on demand test, locally marked and externally verified.) Assessment is downloadable from the website. 4421-22, 23, 24, 25 (Level 2 Awards) are assessed via Online multiple choice test.
Award in Customer Service (World host)	4421-12 4421-13 4421-14 4421-15 4421-16	Approved by EV. Externally moderated	4421-12, 13, 14, 15, 16 – This qualification is at Level 2 and can be taken as either single awards for the separate units or as one extended award covering all 4 units. It must be delivered in conjunction with the People 1st World Host training pack. WorldHost has been adapted by People1st from the Province of British Columbia for the UK market with the support of leading employers and training providers.
Pre	4411	Approved by	Portfolio of evidence

employment customer service		EV. Ev visit	
Award in Customer Service	8992	Approved by EV. EV visit	**Routes 11, 12, 13:** Externally marked, externally set on-demand written tests. **Routes 21, 22:** Externally set, internally marked and externally verified written tests.
Introductory certificates in Customer Service and Conflict Handling	7011 7012 7013 7014 7015	Approved by EV. EV visit	Level 1 short course. On demand paper based multiple choice tests.
CONTACT CENTRES			
NVQ Contact Centre Operations	3412	Approved by EV. EV visit	Competence based. Portfolio of evidence
VRQ Contact Skills	3411	Approved by EV. EV visit	This is a level 2 and 3 qualification is aimed at learners working in the contact centre industry. These certificates are designed to contribute towards the knowledge and understanding for the NVQ in Contact Centre Operations (3412) Level 2 Units 201-208 – Assignments Level 3 Units 301-309 – Assignments Unit 203 and 303 are assessed through 7711 Sales short answer question assignments available on the website. Externally set, Internally marked and externally verified.
Introduction to Contact Centres	4424	Approved by EV. EV visit	This is a Level 1 qualification Units 101-107 - Oral questions which are externally set, internally administered and marked and externally verified. Assessment is available on the City & Guilds website. There are two versions A and B.

Level 1 NVQ Certificate in Customer Service 4430-01

Qualification title and level	Level 1 NVQ Certificate in Customer Service
City & Guilds qualification number	4430-01
Qualification accreditation number	500/9348/4
Last registration date	31/07/2014
Last certification date	31/07/2015

To achieve the **Level 1 NVQ Certificate in Customer Service**, learners must achieve:

Minimum Credit Value: 22
A minimum of **12 credits** must be at **level 1**
The learner must achieve **8** credits from the **Mandatory Units**
A further 14 credits must be achieved by completing a **minimum of one unit** from each **Optional Group**.

City & Guilds unit number	Mandatory Units - Customer Service Foundations	Level	Credit	GLH
4430-101	Communicate using customer service language (F1)	1	4	30
4430-201	Follow the rules to deliver customer service (F2)	2	4	30

City & Guilds unit number	Optional Units - Impression and Image	Level	Credit	GLH
4430-102	Maintain a positive and customer-friendly attitude (A1)	1	5	33
4430-103	Adapt your behaviour to give a good customer service impression (A2)	1	5	33
4430-202	Communicate effectively with customers (A3)	2	5	33
4430-203	Give customers a positive impression of yourself and your organisation (A4)	2	5	33
4430-204	Promote additional services or products to customers (A5)	2	6	40
4430-205	Process information about customers (A6)	2	5	33
4430-206	Live up to the customer service promise (A7)	2	6	40

4430-207	Make customer service personal (A8)	2	6	40
4430-208	Go the extra mile in customer service (A9)	2	6	40
4430-209	Deal with customers face to face (A10)	2	5	33
4430-210	Deal with incoming telephone calls from customers (A11)	2	5	33
4430-211	Make telephone calls to customers (A12)	2	6	40

City & Guilds unit number	Optional Units - Delivery	Level	Credit	GLH
4430-104	Do your job in a customer-friendly way (B1)	1	5	33
4430-212	Deliver reliable customer service (B2)	2	5	33
4430-213	Deliver customer service on your customer's premises (B3)	2	5	33
4430-214	Recognise diversity when delivering customer service (B4)	2	5	33
4430-215	Deal with customers across a language divide (B5)	2	8	53
4430-216	Use questioning techniques when delivering customer service (B6)	2	4	27
4430-217	Deal with customers using bespoke software (B7)	2	5	33
4430-218	Maintain customer service through effective hand over (B8)	2	4	27

City & Guilds unit number	Optional Units - Handling Problems	Level	Credit	GLH
4430-105	Recognise and deal with customer queries, requests and problems (C1)	1	5	33
4430-106	Take details of customer service problems (C2)	1	4	27
4430-219	Resolve customer service problems (C3)	2	6	40
4430-220	Deliver customer service to difficult customers (C4)	2	6	40

Level 2 NVQ Certificate in Customer Service 4430-02

Qualification title and level	Level 2 NVQ Certificate in Customer Service
City & Guilds qualification number	4430-02
Qualification accreditation number	500/9341/1
Last registration date	31/07/2014
Last certification date	31/07/2016

To achieve the **Level 2 NVQ Certificate in Customer Service**, learners must achieve:

Minimum Credit Value: 28
A minimum of **15 credits** must be at **level 2.**
The learner must achieve **8 credits** from the **Mandatory Units**.
A further **20 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

City & Guilds unit number	Mandatory Units - Customer Service Foundations	Level	Credit	GLH
4430-101	Communicate using customer service language (F1)	1	4	30
4430-201	Follow the rules to deliver customer service (F2)	2	4	30

City & Guilds unit number	Optional Units - Impression and Image	Level	Credit	GLH
4430-102	Maintain a positive and customer-friendly attitude (A1)	1	5	33
4430-103	Adapt your behaviour to give a good customer service impression (A2)	1	5	33
4430-202	Communicate effectively with customers (A3)	2	5	33
4430-203	Give customers a positive impression of yourself and your organisation (A4)	2	5	33
4430-204	Promote additional services or products to customers (A5)	2	6	40

4430-205	Process information about customers (A6)	2	5	33
4430-206	Live up to the customer service promise (A7)	2	6	40
4430-207	Make customer service personal (A8)	2	6	40
4430-208	Go the extra mile in customer service (A9)	2	6	40
4430-209	Deal with customers face to face (A10)	2	5	33
4430-210	Deal with incoming telephone calls from customers (A11)	2	5	33
4430-211	Make telephone calls to customers (A12)	2	6	40
4430-303	Deal with customers in writing or electronically (A13)	3	6	40
4430-304	Use customer service as a competitive tool (A14)	3	8	53
4430-305	Organise the promotion of additional services or products to customers (A15)	3	7	47
4430-306	Build a customer service knowledge set (A16)	3	7	47

City & Guilds unit number	Optional Units - Delivery	Level	Credit	GLH
4430-104	Do your job in a customer-friendly way (B1)	1	5	33
4430-212	Deliver reliable customer service (B2)	2	5	33
4430-213	Deliver customer service on your customer's premises (B3)	2	5	33
4430-214	Recognise diversity when delivering customer service (B4)	2	5	33
4430-215	Deal with customers across a language divide (B5)	2	8	53
4430-216	Use questioning techniques when delivering customer service (B6)	2	4	27
4430-217	Deal with customers using bespoke software (B7)	2	5	33
4430-218	Maintain customer service through effective hand over (B8)	2	4	27
4430-307	Deliver customer service using service partnerships (B9)	3	6	40
4430-308	Organise the delivery of reliable customer service (B10)	3	6	40
4430-309	Improve the customer relationship (B11)	3	7	47

City & Guilds unit number	Optional Units - Handling Problems	Level	Credit	GLH
4430-105	Recognise and deal with customer queries, requests and problems (C1)	1	5	33
4430-106	Take details of customer service problems (C2)	1	4	27
4430-219	Resolve customer service problems (C3)	2	6	40

4430-220	Deliver customer service to difficult customers (C4)	2	6	40
4430-310	Monitor and solve customer service problems (C5)	3	6	40
4430-311	**Apply risk assessment to customer service (C6)**	**3**	**10**	**67**
4430-312	**Process customer service complaints (C7)**	**3**	**6**	**40**

City & Guilds unit number	Optional Units - Development and Improvement	Level	Credit	GLH
4430-221	Develop customer relationships (D1)	2	6	40
4430-222	Support customer service improvements (D2)	2	5	33
4430-223	Develop personal performance through delivering customer service (D3)	2	6	40
4430-224	Support customers using on-line customer services (D4)	2	5	33
4430-225	Buddy a colleague to develop their customer service skills (D5)	2	5	33
4430-226	Develop your own customer service skills through self-study (D6)	2	6	40
4430-227	Support customers using self-service technology (D7)	2	5	33
4430-313	Work with others to improve customer service (D8)	3	8	53
4430-314	Promote continuous improvement (D9)	3	7	47
4430-315	Develop your own and others' customer service skills (D10)	3	8	53
4430-316	Lead a team to improve customer service (D11)	3	7	47
4430-317	Gather, analyse and interpret customer feedback (D12)	3	10	67
4430-318	Monitor the quality of customer service transactions (D13)	3	7	47

City & Guilds unit number	Optional Units - Handling Problems	Level	Credit	GLH
4430-105	Recognise and deal with customer queries, requests and problems (C1)	1	5	33
4430-106	Take details of customer service problems (C2)	1	4	27
4430-219	Resolve customer service problems (C3)	2	6	40
4430-220	Deliver customer service to difficult customers (C4)	2	6	40

City & Guilds unit number	Optional Units - Development and Improvement	Level	Credit	GLH
4430-221	Develop customer relationships (D1)	2	6	40
4430-222	Support customer service improvements (D2)	2	5	33
4430-223	Develop personal performance through delivering customer service (D3)	2	6	40
4430-224	Support customers using on-line customer services (D4)	2	5	33
4430-225	Buddy a colleague to develop their customer service skills (D5)	2	5	33
4430-226	Develop your own customer service skills through self-study (D6)	2	6	40
4430-227	Support customers using self-service technology (D7)	2	5	33
4430-313	Work with others to improve customer service (D8)	3	8	53
4430-314	Promote continuous improvement (D9)	3	7	47
4430-315	Develop your own and others' customer service skills (D10)	3	8	53
4430-316	Lead a team to improve customer service (D11)	3	7	47
4430-317	Gather, analyse and interpret customer feedback (D12)	3	10	67
4430-318	Monitor the quality of customer service transactions (D13)	3	7	47

Level 3 NVQ Diploma in Customer Service 4430-03

Qualification title and level	Level 3 NVQ Diploma in Customer Service
City & Guilds qualification number	4430-03
Qualification accreditation number	500/ 8818/X
Last registration date	31/07/2014
Last certification date	31/07/2017

To achieve the **Level 3 NVQ Diploma in Customer Service**, learners must achieve:

Minimum Credit Value: 42
A minimum of **22 credits** must be at **level 3**
The learner must achieve **12 credits** from the **Mandatory Units**.
A further **30 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

City & Guilds unit number	Mandatory Units - Customer Service Foundations	Level	Credit	GLH
4430-301	Demonstrate understanding of customer service (F3)	3	6	40
4430-302	Demonstrate understanding of the rules that impact on improvements in customer service (F4)	3	6	40

City & Guilds unit number	Optional Units - Impression and Image	Level	Credit	GLH
4430-202	Communicate effectively with customers (A3)	2	5	33
4430-203	Give customers a positive impression of yourself and your organisation (A4)	2	5	33
4430-204	Promote additional services or products to customers (A5)	2	6	40
4430-205	Process information about customers (A6)	2	5	33
4430-206	Live up to the customer service promise (A7)	2	6	40
4430-207	Make customer service personal (A8)	2	6	40
4430-208	Go the extra mile in customer service (A9)	2	6	40

4430-209	Deal with customers face to face (A10)	2	5	33
4430-210	Deal with incoming telephone calls from customers (A11)	2	5	33
4430-211	Make telephone calls to customers (A12)	2	6	40
4430-303	Deal with customers in writing or electronically (A13)	3	6	40
4430-304	Use customer service as a competitive tool (A14)	3	8	53
4430-305	Organise the promotion of additional services or products to customers (A15)	3	7	47
4430-306	Build a customer service knowledge set (A16)	3	7	47
4430-403	Champion customer service (A17)	4	10	67
4430-404	Make customer service environmentally friendly and sustainable (A18)	4	11	73

City & Guilds unit number	Optional Units - Delivery	Level	Credit	GLH
4430-212	Deliver reliable customer service (B2)	2	5	33
4430-213	Deliver customer service on your customer's premises (B3)	2	5	33
4430-214	Recognise diversity when delivering customer service (B4)	2	5	33
4430-215	Deal with customers across a language divide (B5)	2	8	53
4430-216	Use questioning techniques when delivering customer service (B6)	2	4	27
4430-217	Deal with customers using bespoke software (B7)	2	5	33
4430-218	Maintain customer service through effective hand over (B8)	2	4	27
4430-307	Deliver customer service using service partnerships (B9)	3	6	40
4430-308	Organise the delivery of reliable customer service (B10)	3	6	40
4430-309	Improve the customer relationship (B11)	3	7	47
4430-405	Maintain and develop a healthy and safe customer service environment (B12)	4	8	53
4430-406	Plan, organise and control customer service operations (B13)	4	10	67
4430-407	Review the quality of customer service (B14)	4	8	53
4430-408	Build and maintain effective customer relations (B15)	4	8	53
4430-409	Deliver seamless customer service with a team (B16)	4	8	53

City & Guilds unit number	Optional Units - Handling Problems	Level	Credit	GLH
4430-219	Resolve customer service problems (C3)	2	6	40
4430-220	Deliver customer service to difficult customers (C4)	2	6	40
4430-310	Monitor and solve customer service problems (C5)	3	6	40
4430-311	Apply risk assessment to customer service (C6)	3	10	67
4430-312	Process customer service complaints (C7)	3	6	40
4430-410	Handle referred customer complaints (C8)	4	10	67

City & Guilds unit number	Optional Units - Development and Improvement	Level	Credit	GLH
4430-221	Develop customer relationships (D1)	2	6	40
4430-222	Support customer service improvements (D2)	2	5	33
4430-223	Develop personal performance through delivering customer service (D3)	2	6	40
4430-224	Support customers using on-line customer services (D4)	2	5	33
4430-225	Buddy a colleague to develop their customer service skills (D5)	2	5	33
4430-226	Develop your own customer service skills through self-study (D6)	2	6	40
4430-227	Support customers using self-service technology (D7)	2	5	33
4430-313	Work with others to improve customer service (D8)	3	8	53
4430-314	Promote continuous improvement (D9)	3	7	47
4430-315	Develop your own and others' customer service skills (D10)	3	8	53
4430-316	Lead a team to improve customer service (D11)	3	7	47
4430-317	Gather, analyse and interpret customer feedback (D12)	3	10	67
4430-318	Monitor the quality of customer service transactions (D13)	3	7	47
4430-411	Implement quality improvements to customer service (D14)	4	10	67
4430-412	Plan and organise the development of customer service staff (D15)	4	9	60
4430-413	Develop a customer service strategy for a part of an organisation (D16)	4	11	73
4430-414	Manage a customer service award programme (D17)	4	7	47
4430-415	Apply technology or other resources to improve	4	11	73

	customer service (018)			
4430-416	Review and re-engineer customer service processes (019)	4	11	73
4430-417	Manage customer service performance (020)	4	7	47

Level 4 NVQ Diploma in Customer Service 4430-04

Qualification title and level	Level 4 NVQ Diploma in Customer Service
City & Guilds qualification number	4430-04
Qualification accreditation number	500/8817/8
Last registration date	31/07/2014
Last certification date	31/07/2017

To achieve the **Level 4 NVQ Diploma in Customer Service**, learners must achieve:

Minimum Credit Value: 67
A minimum of **35 credits** must be at **level 4**
The learner must achieve **20 credits** from the **Mandatory Units**.
A further **47 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

City & Guilds unit number	Mandatory Units - Customer Service Foundations	Level	Credit	GLH
4430-401	Demonstrate understanding of customer service management (F5)	4	10	65
4430-402	Follow organisational rules, legislation and external regulations when managing customer service (F6)	4	10	65

City & Guilds unit number	Optional Units - Impression and Image	Level	Credit	GLH
4430-303	Deal with customers in writing or electronically (A13)	3	6	40
4430-304	Use customer service as a competitive tool (A14)	3	8	53
4430-305	Organise the promotion of additional services or products to customers (A15)	3	7	47
4430-306	Build a customer service knowledge set (A16)	3	7	47
4430-403	Champion customer service (A17)	4	10	67
4430-404	Make customer service environmentally friendly and sustainable (A18)	4	11	73

City & Guilds unit number	Optional Units - Delivery	Level	Credit	GLH
4430-307	Deliver customer service using service partnerships (B9)	3	6	40
4430-308	Organise the delivery of reliable customer service (B10)	3	6	40
4430-309	Improve the customer relationship (B11)	3	7	47
4430-405	Maintain and develop a healthy and safe customer service environment (B12)	4	8	53
4430-406	Plan, organise and control customer service operations (B13)	4	10	67
4430-407	Review the quality of customer service (B14)	4	8	53
4430-408	Build and maintain effective customer relations (B15)	4	8	53
4430-409	Deliver seamless customer service with a team (B16)	4	8	53

City & Guilds unit number	Optional Units - Handling Problems	Level	Credit	GLH
4430-310	Monitor and solve customer service problems (C5)	3	6	40
4430-311	Apply risk assessment to customer service (C6)	3	10	67
4430-312	Process customer service complaints (C7)	3	6	40
4430-410	Handle referred customer complaints (C8)	4	10	67

City & Guilds unit number	Optional Units - Development and Improvement	Level	Credit	GLH
4430-313	Work with others to improve customer service (D8)	3	8	53
4430-314	Promote continuous improvement (D9)	3	7	47
4430-315	Develop your own and others' customer service skills (D10)	3	8	53
4430-316	Lead a team to improve customer service (D11)	3	7	47
4430-317	Gather, analyse and interpret customer feedback (D12)	3	10	67
4430-318	Monitor the quality of customer service transactions (D13)	3	7	47
4430-411	Implement quality improvements to customer service (D14)	4	10	67
4430-412	Plan and organise the development of customer service staff (D15)	4	9	60
4430-413	Develop a customer service strategy for a part of an organisation (D16)	4	11	73
4430-414	Manage a customer service award programme (D17)	4	7	47

4430-415	Apply technology or other resources to improve customer service (018)	4	11	73
4430-416	Review and re-engineer customer service processes (D19)	4	11	73
4430-417	Manage customer service performance (D20)	4	7	47

Level 2 VRQ Certificate in Customer Service - 4417-02

Qualification title and level	Level 2 Certificate in Customer Service
City & Guilds qualification number	4417-02
Ofqual accreditation number	500/6329/7
Last registration date	31/07/2012
Last certification date	31/07/2014

To achieve the **Level 2 Certificate in Customer Service**, learners must achieve 13 credits from the two mandatory units.

Accreditation unit reference	City & Guilds unit number	Unit title	Credit value	GLHs
J/600/1003	Unit 201	Delivery of Effective Customer Service	6	50
J/600/0658	Unit 202	Supporting the Customer Service Environment	7	65

Level 3 VRQ Certificate in Customer Service - 4417-03

Qualification title and level	Level 3 Certificate in Customer Service
City & Guilds qualification number	4417-03
Ofqual accreditation number	500/6206/2
Last registration date	31/07/2012
Last certification date	31/07/2015

To achieve the **Level 3 Certificate in Customer Service**, learners must achieve 13 credits from the two mandatory units.

Accreditation unit reference	City & Guilds unit number	Unit title	Credit value	GLHs
L/600/0659	Unit 301	Principles of Customer Service Delivery	6	50
F/600/0660	Unit 302	Developing and Improving the Customer Service Process	7	55

Level 2 Award in Customer Service Delivery - 4425-02

Qualification title and level	Level 2 Award in Customer Service Delivery
City & Guilds qualification number	4425-02
Ofqual accreditation number	501/0971/6
Last registration date	31/07/2014
Last certification date	31/07/2016

To achieve the **Level 2 Award in Customer Service Delivery**, learners must achieve 2 credits from the mandatory unit.

City & Guilds unit number	Unit accreditation number	Unit title	Credit value	GLH
Unit 201	D/600/4182	Understand Customer Service Delivery	2	14

Level 2 Award in Customer Service Improvement 4425-12

Qualification title and level	Level 2 Award in Customer Service Improvement
City & Guilds qualification number	4425-12
Ofqual accreditation number	501/0973/X
Last registration date	31/07/2014
Last certification date	31/07/2016

To achieve the **Level 2 Award in Customer Service Improvement**, learners must achieve 2 credits from the mandatory unit.

City & Guilds unit number	Unit accreditation number	Unit title	Credit value	GLHs
Unit 212	F/600/4207	Understand Problem Solving and Improvement in Customer Service	2	14

Level 3 Award in Leading Customer Service 4425-03

Qualification title and level	Level 3 Award in Leading Customer Service
City & Guilds qualification number	4425-03
Ofqual accreditation number	501/0972/8
Last registration date	31/07/2014
Last certification date	31/07/2017

To achieve the **Level 3 Award in Leading Customer Service**, learners must achieve 3 credits from the mandatory unit.

City & Guilds unit number	Unit accreditation number	Unit title	Credit value	GLHs
Unit 301	J/600/4208	Understand Team Leadership for Customer Service	3	21

Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism - 4421-02

Qualification title and level	Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-02
Ofqual accreditation number	500/6351/0
Last registration date	31/12/2013
Last certification date	31/12/2015

To achieve the **Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism**, learners must achieve 1 credit from the one mandatory unit.

Accreditation unit reference	City & Guilds unit number	Unit title	GLH	Credit value
T/600/1059	Unit 201	Principles of Customer Service in Hospitality, Leisure, Travel and Tourism	10	1

Level 2 Extended Award in the Principles of Customer Service in Hospitality, Leisure, Travel and Tourism 4421-22

Qualification title and level	Level 2 Extended Award in the Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-22
Ofqual accreditation number	600/1102/6
Last registration date	31/12/2013
Last certification date	31/12/2015

To achieve the **Level 2 Extended Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism**, learners must achieve **4** credits from the mandatory units.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
T/600/1059	501	Principles of customer service in hospitality, leisure, travel and tourism	10	1
Y/503/0110	502	Cultural awareness	8	1
M/600/9208	503	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	10	1
D/503/0111	504	The role of a customer service representative in welcoming tourists and visitors to their destination	9	1

Level 2 Award in Cultural awareness for Customer Service in Hospitality, Leisure, Travel and Tourism 4421-23

Qualification title and level	Level 2 Award in Cultural awareness for Customer Service in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-23
Ofqual accreditation number	600/1741/7
Last registration date	31/12/2013
Last certification date	31/12/2015

To achieve the **Level 2 Award in Cultural Awareness for Customer Services in Hospitality, Leisure, Travel and Tourism**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
Y/503/0110	502	Cultural awareness	8	1

Level 2 Award in meeting requirements for customers with specific needs in Hospitality, Leisure, Travel and Tourism -4421-24

Qualification title and level	Level 2 Award in meeting requirements for Customer with specific needs in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-24
Ofqual accreditation number	600/1742/9
Last registration date	31/12/2013
Last certification date	31/12/2015

To achieve the **Level 2 Award in Meeting Requirements for Customers with Specific Needs in Hospitality, Leisure, Travel and Tourism**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
M/600/9208	503	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	10	1

Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism 4421-25

Qualification title and level	Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-25
Ofqual accreditation number	600/1744/2
Last registration date	31/12/2013
Last certification date	31/12/2015

To achieve the **Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
D/503/0111	504	The role of a customer service representative in welcoming tourists and visitors to their destination	9	1

Level 3 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism 4421-03

Qualification title and level	Level 3 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-03
Ofqual accreditation number	500/6356/X
Last registration date	

To achieve the **Level 3 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism**, learners must achieve 2 credits from the one mandatory unit.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value
L/600/1066	Unit 301	Principles of Supervising Customer Service Performance in Hospitality, Leisure Travel, and Tourism	Mandatory	20	2

Level 2 Extended Award in the Principles of Customer Service in Hospitality, Leisure, Travel and Tourism – WorldHost™4421-12

Qualification title and level	Level 2 Extended Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-12
Ofqual accreditation number	600/1102/6
Last registration date	

To achieve the **Level 2 Extended Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism - WorldHost™**.

Learners must achieve **4** credits from the mandatory units.

Unit accreditation number	Unit number	Unit title	GLH	Credit value
T/600/1059	201	Principles of customer service in hospitality, leisure, travel and tourism	10	1
Y/503/0110	202	Cultural awareness	8	1
M/600/9208	203	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	10	1
D/503/0111	204	The role of a customer service representative in welcoming tourists and visitors to their destination	9	1

Level 2 Award in Cultural awareness for Customer Service in Hospitality, Leisure, Travel and Tourism – WorldHost™ - 4421-13

Qualification title and level	Level 2 Award in Cultural Awareness for Customer Service in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-13
Ofqual accreditation number	600/1741/7
Last registration date	

To achieve the **Level 2 Award in Cultural Awareness for Customer Services in Hospitality, Leisure, Travel and Tourism – WorldHost™.**

Learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
Y/503/0110	202	Cultural awareness	8	1

Level 2 Award in meeting requirements for customers with specific needs in Hospitality, Leisure, Travel and Tourism – WorldHost™ 4421-14

Qualification title and level	Level 2 Award in meeting requirements for customers with specific needs in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-14
Ofqual accreditation number	600/1742/9
Last registration date	

To achieve the L**evel 2 Award in Meeting Requirements for Customers with Specific Needs in Hospitality, Leisure, Travel and Tourism – WorldHost™**.

Learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
M/600/9208	203	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	10	1

Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism- WorldHost™4421-15

Qualification title and level	Level 2 Award in welcoming Tourists and Visitors to their destination in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-15
Ofqual accreditation number	600/1744/2
Last registration date	

To achieve the **Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism – WorldHost™**.

Learners must achieve 1 credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
D/503/0111	204	The role of a customer service representative in welcoming tourists and visitors to their destination	9	1

Level 2 Award in Principles of Customer Services in Hospitality, Leisure, Travel and Tourism – WorldHost™ 4421-16

Qualification title and level	Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
City & Guilds qualification number	4421-16
Ofqual accreditation number	500/6351/0
Last registration date	

To achieve the **Level 2 Award in Principles of Customer Services in Hospitality, Leisure, Travel and Tourism – WorldHost™.**

Learners must achieve 1 credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
T/600/1059	201	Principles of customer service in hospitality, leisure, travel and tourism	10	1

Level 1 Award in Customer Service 8992 -11

Qualification titles and level	Level 1 Award in Customer Service
City & Guilds qualification numbers	8992-11
Ofqual accreditation numbers	500/3682/8
Last registration date	N/A
Last certification date	31/07/2011

To achieve the Level 1 Award in Customer Service, learners must achieve 6 credits from the mandatory unit

Unit Accreditation number	Unit number	Unit title	Credit value	GLHs
Y/501/4375	Unit 011	Principles of Customer Service	6	30

Level 2 Award in Customer Service 8992-12

Qualification titles and level	Level 2 Award in Customer Service
City & Guilds qualification numbers	8992-12
Ofqual accreditation numbers	500/3681/6
Last registration date	N/A
Last certification date	31/07/2011

To achieve the Level 2 Award in Customer Service, learners must achieve 8 credits from the mandatory unit

Unit Accreditation number	Unit number	Unit title	Credit value	GLHs
T/501/4349	Unit 012	Principles of Customer Service	8	60

Level 3 Award in Customer Service 8992-13

Qualification titles and level	Level 3 Awards in Customer Service
City & Guilds qualification numbers	Level 3 8992-13
Ofqual accreditation numbers	500/3680/4
Last registration date	N/A
Last certification date	31/07/2011

To achieve the Level 3 Award in Customer Service, learners must achieve 10 credits from the mandatory unit

Unit Accreditation number	Unit number	Unit title	Credit value	GLHs
D/501/4376	Unit 013	Principles of Customer Service	10	90

Level 1 Award in Customer Service 8992-21

Qualification titles and level	Level 1Award in Customer Service
City & Guilds qualification numbers	8989-21 (Hairdressing route)
Ofqual accreditation numbers	500/3682/8
Last registration date	N/A
Last certification date	31/07/2011

To achieve the Level 1 Award in Customer Service, learners must achieve 6 credits from the mandatory unit

Unit Accreditation number	Unit number	Unit title	Credit value	GLHs
Y/501/4375	Unit 011	Principles of Customer Service	6	30

Level 2 Award in Customer Service 8992-22

Qualification titles and level	Level 2 Award in Customer Service
City & Guilds qualification number	8989-22 (Hairdressing route)
Ofqual accreditation numbers	500/3681/6
Last registration date	N/A
Last certification date	31/07/2011

To achieve the Level 2 Award in Customer Service, learners must achieve 8 credits from the mandatory unit

Unit Accreditation number	Unit number	Unit title	Credit value	GLHs
T/501/4349	Unit 012	Principles of Customer Service	8	60

Entry Level Award for Introduction to Customer Service (Entry 3) - 4411-30

Qualification titles and level	Entry Level Award for Introduction to Customer Service (Entry 3)
City & Guilds qualification number	4411-30
Ofqual accreditation numbers	501/1840/7
Last registration date	31/08/2014
Last certification date	31/08/2015

To achieve the **Entry 3 Award for Introduction to Customer Service (4411-30)** the learner must achieve a **minimum of 6 credits** from the list of units provided, using the following rules of combination:

- **2** credits **must** be from the entry 3 **mandatory unit 002**
- A minimum of **4** credits **must** be from entry 3 units 001-010
- A further **4** credits can be from any of the following allowing for the excluded combinations of units (see table below)
    - Entry 3 units 001-010
    - Level 1 units 101-110

Mandatory Unit

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 002 J/601/6052	Legislation, regulation and procedures to follow in customer service	Mandatory	20	2	Cannot be taken with unit 102

Entry Level 3 Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 001 A/601/6047	The importance of appearance and behaviour in customer service	Optional	15	2	Cannot be taken with unit 101
Unit 003 R/601/6054	Understand how to deal with queries and requests	Optional	20	3	Cannot be taken with unit 103
Unit 004 D/601/6056	Communicate customers' problems with others	Optional	18	2	Cannot be taken with unit 104
Unit 005 K/601/6058	The customer service job role	Optional	20	2	Cannot be taken with unit 105
Unit 006 M/601/6059	Handling telephone calls from customers	Optional	18	2	Cannot be taken with unit 106

Unit 007 M/601/6062	Communicate effectively with customers	Optional	18	2	Cannot be taken with unit 107
Unit 008 A/601/6064	Effective relationships with customers and colleagues	Optional	20	2	Cannot be taken with unit 108
Unit 009 F/601/6065	Introduction to customer service	Optional	20	2	Cannot be taken with unit 109
Unit 010 L/601/6067	Working in a customer focused way	Optional	16	2	Cannot be taken with unit 110

Level 1 Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 101 R/601/6068	Create a good impression to customers	Optional	18	2	Cannot be taken with unit 001
Unit 102 R/601/6071	Apply legislation, regulation and organisational procedures for customer service	Optional	24	3	Cannot be taken with unit 002
Unit 103 H/601/6074	Deal with queries and requests	Optional	22	3	Cannot be taken with unit 003
Unit 104 K/601/6075	Record and communicate customer problems	Optional	18	2	Cannot be taken with unit 004

Unit 105 M/601/6076	Working in customer service	Optional	18	2	Cannot be taken with unit 005
Unit 106 T/601/6077	Answer telephone calls from customers	Optional	18	2	Cannot be taken with unit 006
Unit 107 A/601/6078	Positive communication with customers	Optional	20	2	Cannot be taken with unit 007
Unit 108 F/601/6079	Contribute to effective customer service	Optional	20	2	Cannot be taken with unit 008
Unit 109 T/601/6080	The customer service experience	Optional	20	2	Cannot be taken with unit 009
Unit 110 A/601/6081	Work in a customer-friendly way	Optional	18	2	Cannot be taken with unit 010

Entry Level Certificate for Introduction to Customer Service (Entry 3) - 4411-33

Qualification titles and level	Entry Level Certification for Introduction to Customer Service (Entry 3)
City & Guilds qualification number	4411-33
Ofqual accreditation numbers	501/1838/9
Last registration date	31/08/2014
Last certification date	31/08/2015

To achieve the **Entry 3 Certificate for Introduction to Customer Service (4411-33)** the learner must achieve a **minimum of 13 credits** from the list of units provided, using the following rules of combination:

- **4** credits **must** be from the entry 3 **mandatory units 002 and 009**
- A minimum of **7** credits **must** be from entry 3 units 001-010
- A further **9** credits can be from any of the following allowing for the excluded combinations of units (see table below)
    - Entry 3 units 001-010
    - Level 1 units 101-110

Mandatory Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 002 J/601/6052	Legislation, regulation and procedures to follow in customer service	Mandatory	20	2	Cannot be taken with unit 102
Unit 009 F/601/6065	Introduction to customer service	Mandatory	20	2	Cannot be taken with unit 109

Entry Level 3 Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 001 A/601/6047	The importance of appearance and behaviour in customer service	Optional	15	2	Cannot be taken with unit 101
Unit 003 R/601/6054	Understand how to deal with queries and requests	Optional	20	3	Cannot be taken with unit 103
Unit 004 D/601/6056	Communicate customers' problems with others	Optional	18	2	Cannot be taken with unit 104
Unit 005 K/601/6058	The customer service job role	Optional	20	2	Cannot be taken with unit 105

Unit 006 M/601/6059	Handling telephone calls from customers	Optional	18	2	Cannot be taken with unit 106
Unit 007 M/601/6062	Communicate effectively with customers	Optional	18	2	Cannot be taken with unit 107
Unit 008 A/601/6064	Effective relationships with customers and colleagues	Optional	20	2	Cannot be taken with unit 108
Unit 010 L/601/6067	Working in a customer focused way	Optional	16	2	Cannot be taken with unit 110

Level 1 Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 101 R/601/6068	Create a good impression to customers	Optional	18	2	Cannot be taken with unit 001
Unit 102 R/601/6071	Apply legislation, regulation and organisational procedures for customer service	Optional	24	3	Cannot be taken with unit 002
Unit 103 H/601/6074	Deal with queries and requests	Optional	22	3	Cannot be taken with unit 003
Unit 104 K/601/6075	Record and communicate customer problems	Optional	18	2	Cannot be taken with unit 004

Unit 105 M/601/6076	Working in customer service	Optional	18	2	Cannot be taken with unit 005
Unit 106 T/601/6077	Answer telephone calls from customers	Optional	18	2	Cannot be taken with unit 006
Unit 107 A/601/6078	Positive communication with customers	Optional	20	2	Cannot be taken with unit 007
Unit 108 F/601/6079	Contribute to effective customer service	Optional	20	2	Cannot be taken with unit 008
Unit 109 T/601/6080	The customer service experience	Optional	20	2	Cannot be taken with unit 009
Unit 110 A/601/6081	Work in a customer-friendly way	Optional	18	2	Cannot be taken with unit 010

Level 1 Award for Introduction to Customer Service - 4411-01

Qualification titles and level	Level 1 Award for Introduction to Customer Service
City & Guilds qualification number	4411-01
Ofqual accreditation numbers	501/1839/0
Last registration date	31/08/2014
Last certification date	31/08/2015

To achieve the **Level 1 Award for Introduction to Customer Service (4411-01)** the learner must achieve a **minimum of 7 credits** from the list of units provided, using the following rules of combination:

- **3** credits **must** be from the level 1 **mandatory unit 102**
- A minimum of **5** credits **must** be from level 1 units 101-110
- A further **4** credits (minimum) can be from any of the following allowing for the excluded combinations of units (see table below)
    - Entry 3 units 001-010
    - Level 1 units 101-110

Mandatory Unit

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 102 R/601/6071	Apply legislation, regulation and organisational procedures for customer service	Mandatory	24	3	Cannot be taken with unit 002

Entry Level 3 Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 001 A/601/6047	The importance of appearance and behaviour in customer service	Optional	15	2	Cannot be taken with unit 101
Unit 002 J/601/6052	Legislation, regulation and procedures to follow in customer service	Optional	20	2	Cannot be taken with unit 102
Unit 003 R/601/6054	Understand how to deal with queries and requests	Optional	20	3	Cannot be taken with unit 103
Unit 004 D/601/6056	Communicate customers' problems with others	Optional	18	2	Cannot be taken with unit 104

Unit 005 K/601/6058	The customer service job role	Optional	20	2	Cannot be taken with unit 105
Unit 006 M/601/6059	Handling telephone calls from customers	Optional	18	2	Cannot be taken with unit 106
Unit 007 M/601/6062	Communicate effectively with customers	Optional	18	2	Cannot be taken with unit 107
Unit 008 A/601/6064	Effective relationships with customers and colleagues	Optional	20	2	Cannot be taken with unit 108
Unit 009 F/601/6065	Introduction to customer service	Optional	20	2	Cannot be taken with unit 109
Unit 010 L/601/6067	Working in a customer focused way	Optional	16	2	Cannot be taken with unit 110

Level 1 Units

City & Guilds unit number/ Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 101 R/601/6068	Create a good impression to customers	Optional	18	2	Cannot be taken with unit 001
Unit 103 H/601/6074	Deal with queries and requests	Optional	22	3	Cannot be taken with unit 003

Unit 104 K/601/6075	Record and communicate customer problems	Optional	18	2	Cannot be taken with unit 004
Unit 105 M/601/6076	Working in customer service	Optional	18	2	Cannot be taken with unit 005
Unit 106 T/601/6077	Answer telephone calls from customers	Optional	18	2	Cannot be taken with unit 006
Unit 107 A/601/6078	Positive communication with customers	Optional	20	2	Cannot be taken with unit 007
Unit 108 F/601/6079	Contribute to effective customer service	Optional	20	2	Cannot be taken with unit 008
Unit 109 T/601/6080	The customer service experience	Optional	20	2	Cannot be taken with unit 009
Unit 110 A/601/6081	Work in a customer-friendly way	Optional	18	2	Cannot be taken with unit 010

Level 1 Certificate for Introduction to Customer Service - 4411-11

Qualification titles and level	Level 1 Certificate for Introduction to Customer Service
City & Guilds qualification number	4411-11
Ofqual accreditation numbers	501/1837/7
Last registration date	31/08/2014
Last certification date	31/08/2015

To achieve the **Level 1 Certificate for Introduction to Customer Service (4411-11)** the learner must achieve a **minimum of 13 credits** from the list of units provided, using the following rules of combination:

- **5** credits **must** be from the level 1 **mandatory units 102 and 105**
- A minimum of **7** credits **must** be from level 1 units 101-110
- A further **8** credits (minimum) can be from any of the following allowing for the excluded combinations of units (see table below)
    - Entry 3 units 001-010
    - Level 1 units 101-110

Mandatory Units

City & Guilds unit number/Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 102 R/601/6071	Apply legislation, regulation and organisational procedures for customer service	Mandatory	24	3	Cannot be taken with unit 002
Unit 105 M/601/6076	Working in customer service	Mandatory	18	2	Cannot be taken with unit 005

Entry Level 3 Units

City & Guilds unit number/ Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 001 A/601/6047	The importance of appearance and behaviour in customer service	Optional	15	2	Cannot be taken with unit 101
Unit 002 J/601/6052	Legislation, regulation and procedures to follow in customer service	Optional	20	2	Cannot be taken with unit 102
Unit 003 R/601/6054	Understand how to deal with queries and requests	Optional	20	3	Cannot be taken with unit 103

Unit 004 D/601/6056	Communicate customers' problems with others	Optional	18	2	Cannot be taken with unit 104
Unit 005 K/601/6058	The customer service job role	Optional	20	2	Cannot be taken with unit 105
Unit 006 M/601/6059	Handling telephone calls from customers	Optional	18	2	Cannot be taken with unit 106
Unit 007 M/601/6062	Communicate effectively with customers	Optional	18	2	Cannot be taken with unit 107
Unit 008 A/601/6064	Effective relationships with customers and colleagues	Optional	20	2	Cannot be taken with unit 108
Unit 009 F/601/6065	Introduction to customer service	Optional	20	2	Cannot be taken with unit 109
Unit 010 L/601/6067	Working in a customer focused way	Optional	16	2	Cannot be taken with unit 110

Level 1 Units

City & Guilds unit number /Unit accreditation number	Unit title	Mandatory/ optional for full qualification	GLHs	Credit value	Excluded combination of units (if any)
Unit 101 R/601/6068	Create a good impression to customers	Optional	18	2	Cannot be taken with unit 001
Unit 103 H/601/6074	Deal with queries and requests	Optional	22	3	Cannot be taken with unit 003

Unit 104 K/601/6075	Record and communicate customer problems	Optional	18	2	Cannot be taken with unit 004
Unit 106 T/601/6077	Answer telephone calls from customers	Optional	18	2	Cannot be taken with unit 006
Unit 107 A/601/6078	Positive communication with customers	Optional	20	2	Cannot be taken with unit 007
Unit 108 F/601/6079	Contribute to effective customer service	Optional	20	2	Cannot be taken with unit 008
Unit 109 T/601/6080	The customer service experience	Optional	20	2	Cannot be taken with unit 009
Unit 110 A/601/6081	Work in a customer-friendly way	Optional	18	2	Cannot be taken with unit 010

Level 1 Introductory Certificate in Hospitality Customer Service 7011-11

Qualification title and level	Introductory Certificate in Hospitality Customer Service
City & Guilds qualification number	7011-11
Ofqual accreditation number	500/5693/1
Last registration date	31.12.2011
Last certification date	31.12.2012

To achieve the, level 1 **Introductory Certificate in Hospitality Customer Service** learners must achieve the 7 credits from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
R/502/2748	011	Hospitality Customer Service	7	7

Level 1 Introductory Certificate in Hospitality Selling 7012-12

Qualification title and level	Introductory Certificate in Hospitality Selling
City & Guilds qualification number	7012-12
Ofqual accreditation number	500/5681/5
Last registration date	n/a
Last certification date	31.12.2011

To achieve the, level 1 **Introductory Certificate in Hospitality Selling** learners must achieve **7** credits from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
K/502/2805	012	Hospitality Selling	7	7

Level 1 Introductory Certificate in Hospitality Conflict Handling 7013-13

Qualification title and level	Introductory Certificate in Hospitality Conflict Handling
City & Guilds qualification number	7013-13
Ofqual accreditation number	500/5695/5
Last registration date	31.12.2011
Last certification date	31.12.2012

To achieve the, level 1 **Introductory Certificate in Hospitality Conflict handling learners** must achieve **7** credits from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
D/502/2803	013	Introduction to Conflict Handling	7	7

Level 1 Introductory Certificate in Customer Service 7014-14

Qualification title and level	Introductory Certificate in Customer Service
City & Guilds qualification number	7014-14
Ofqual accreditation number	500/5689/X
Last registration date	31.12.2011
Last certification date	31.12.2012

To achieve the, level 1 **Introductory Certificate in Customer Service learners** must achieve **7** credits from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
T/502/2791	014	Customer Service	7	7

Level 1 Introductory Certificate in Selling 7015-15

Qualification title and level	Introductory Certificate in Selling
City & Guilds qualification number	7015-15
Ofqual accreditation number	500/5682/7
Last registration date	N/A
Last certification date	31.12.2011

To achieve the, level 1 **Introductory Certificate in Selling** must achieve **7** credits from the mandatory unit.

Unit accreditation number	Unit number	Unit title	GLHs	Credit value
H/502/2804	015	Selling	7	7

CONTACT CENTRE Qualifications

Level 1 NVQ Award in Contact Centre Operations – 3412 -01

Qualification title and level	Level 1 Award in Contact Centre Operations
City & Guilds qualification number	3412-01
Qualification accreditation number	600/1244/4
Last registration date	
Last certification date	

To achieve the Level 1 NVQ Award in Contact Centre Operations learners must achieve **12** credits of which at least 7 credits must be at level 1.

Candidates must achieve:

- Both mandatory units from Group A (6 credits)
- A minimum of 3 credits from Group B
- The remaining 3 credits from any other units from Group B or C

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
		Mandatory Group A			
D/503/0352	101	Comply with health and safety procedures in a contact centre	1	9	2
T/503/0342	201	Improve personal effectiveness at work in a contact centre	2	15	4
		Optional Group B			
F/503/0361	102	Use specific features of contact centre systems and technology	1	12	3
Y/503/0382	103	Contribute to customer service in a contact centre	1	5	3
F/503/0392	104	Contribute to sales activities in a contact centre	1	6	3
D/503/0402	105	Communicate information to customers through a contact centre	1	10	4
J/503/0412	106	Work with others to support customers in a contact centre	1	10	3
		Optional Group C			

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
R/601/1209	107	Maintain a positive and customer-friendly attitude	1	33	5
M/601/1508	108	Recognise and deal with customer queries, requests and problems	1	33	5
T/601/1509	109	Take details of customer service problems	1	27	4
F/601/1609	110	Communicate using customer service language	1	30	4
J/502/4299	112	Using Email	1	15	2
T/502/4296	113	Using the Internet	1	20	3
A/502/4378	114	Using Collaborative Technologies	1	20	3
Y/502/4291	115	IT Communication Fundamentals	1	15	2
A/502/4395	117	Bespoke Software	1	15	2
R/601/1548	218	Develop your own customer service skills through self-study	2	40	6
J/502/8577	226	Selling by telephone (in-bound)	2	27	4
J/502/8580	227	Selling by telephone (out-bound)	2	27	4

Level 1 NVQ Certificate in Contact Centre Operations– 3412 -02

Qualification title and level	Level 1 Certificate in Contact Centre Operations
City & Guilds qualification number	3412-02
Qualification accreditation number	600/1286/9
Last registration date	
Last certification date	

To achieve the Level 1 NVQ Certificate in Contact Centre Operations learners must achieve **21** credits of which at least 11 credits must be at level 1.

Candidates must achieve:

- Both mandatory units from Group A (6 credits)
- A minimum of 6 credits from Group B
- The remaining 9 credits from any other units from Group B or C with a maximum of 6 credits at level 2
- No more than two units may be taken from units 112, 113 and 114

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
		Mandatory Group A			
D/503/0352	101	Comply with health and safety procedures in a contact centre	1	9	2
T/503/0342	201	Improve personal effectiveness at work in a contact centre	2	15	4
		Optional Group B			
F/503/0361	102	Use specific features of contact centre systems and technology	1	12	3
Y/503/0382	103	Contribute to customer service in a contact centre	1	5	3
F/503/0392	104	Contribute to sales activities in a contact centre	1	6	3
D/503/0402	105	Communicate information to customers through a contact centre	1	10	4
J/503/0412	106	Work with others to support customers in a contact centre	1	10	3

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
		Optional Group C			
R/601/1209	107	Maintain a positive and customer-friendly attitude	1	33	5
M/601/1508	108	Recognise and deal with customer queries, requests and problems	1	33	5
T/601/1509	109	Take details of customer service problems	1	27	4
F/601/1609	110	Communicate using customer service language	1	30	4
J/502/4299	112	Using Email	1	15	2
T/502/4296	113	Using the Internet	1	20	3
A/502/4378	114	Using Collaborative Technologies	1	20	3
Y/502/4291	115	IT Communication Fundamentals	1	15	2
J/502/4299	112	Using Email	1	15	2
R/500/7280	113	Internet and intranets	1	20	2
A/502/4378	114	Using Collaborative Technologies	1	20	3
L/500/7309	115	Use IT to exchange information	1	15	3
A/502/4395	117	Bespoke Software	1	15	2
R/601/1548	218	Develop your own customer service skills through self-study	2	40	6
J/502/8577	226	Selling by telephone (in-bound)	2	27	4
J/502/8580	227	Selling by telephone (out-bound)	2	27	4

Level 2 NVQ Certificate in Contact Centre Operations– 3412 -03

Qualification title and level	Level 2 Certificate in Contact Centre Operations
City & Guilds qualification number	3412-03
Qualification accreditation number	600/1135/X
Last registration date	
Last certification date	

To achieve the Level 2 NVQ Certificate in Contact Centre Operations learners must achieve **28** credits of which at least 15 credits must be at level 2.

Candidates must achieve:

- Both mandatory units from Group A units(6 credits)
- A minimum of 12 credits from Group B units
- The remaining 10 credits from any other Group B or C units
- No more than two units may be taken from units 112, 113, 114 ,116, 221, 222, 223 and 224

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
		Mandatory Group A				
D/503/0352	101	Comply with health and safety procedures in a contact centre	1	9	2	
T/503/0342	201	Improve personal effectiveness at work in a contact centre	2	15	4	
		Optional Group B				
J/503/0362	202	Use systems and technology during customer contact in a contact centre	2	24	4	

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
L/503/0394	203	Deliver customer service through a contact centre	2	12	5	
L/503/0394	204	Carry out direct sales activities in a contact centre	2	15	5	
H/503/0403	205	Communicate information to customers in different but familiar contexts through a contact centre	2	12	4	
L/503/0413	206	Provide support through a contact centre for specified products and/or services	2	18	4	
K/503/0421	207	Deal with incidents through a contact centre	2	40	7	
J/503/0426	308	Support customers and colleagues when providing contact centre services	3	15	5	
		Optional Group C				
L/502/4627	111	Word processing software	1	20	3	
J/502/4299	112	Using Email	1	15	2	221
T/502/4296	113	Using the internet	1	20	3	222
A/502/4378	114	Using Collaborative Technologies	1	20	3	223
Y/502/4291	115	IT Communications Fundamentals	1	15	2	224
L/601/0933	208	Give customers a positive impression of yourself and your organisation	2	33	5	

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
D/601/0936	209	Promote additional services or products to customers	2	40	6	
H/601/1215	210	Process information about customers	2	33	5	
F/601/1223	211	Deal with incoming telephone calls from customers	2	33	5	
L/601/1225	212	Deal with customers using bespoke software	2	33	5	220
Y/601/1227	213	Maintain customer service through effective hand over	2	27	4	
M/601/1511	214	Resolve customer service problems	2	40	6	
T/601/1512	215	Deliver customer service to difficult customers	2	40	6	
H/601/1540	216	Support customers using on-line customer services	2	33	5	
M/601/1542	217	Buddy a colleague to develop their customer service skills	2	33	5	
R/601/1548	218	Develop your own customer service skills through self-study	2	40	6	
L/601/1614	219	Follow the rules to deliver customer service	2	30	4	
F/502/4396	220	Bespoke Software	2	20	3	212
M/502/4300	221	Using Email	2	20	3	112
A/502/4297	222	Using the Internet	2	30	4	113
F/502/4379	223	Using Collaborative Technologies	2	30	4	114
D/502/4292	224	IT Communication Fundamentals	2	15	2	116

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
F/502/8559	225	Time planning in sales	2	13	2	
J/502/8577	226	Selling by telephone (in-bound)	2	27	4	
J/502/8580	227	Selling by telephone (out-bound)	2	27	4	
D/502/8584	228	Inputting and accessing sales or marketing data in information systems	2	15	2	
M/502/8606	229	Handling objections and closing sales	2	22	4	
D/601/1553	312	Work with others to improve customer service	3	53	8	
D/601/1522	314	Process customer service complaints	3	40	6	
H/600/9660	323	Develop working relationships with colleagues	3	15	3	

Level 3 NVQ Diploma in Contact Centre Operations – 3412 -04

Qualification title and level	Level 3 Diploma in Contact Centre Operations
City & Guilds qualification number	3412-04
Qualification accreditation number	600/1136/1
Last registration date	
Last certification date	

To achieve the Level 3 NVQ Diploma in Contact Centre Operations learners must achieve **42** credits of which at least 23 credits must be at level 3.

Candidates must achieve;

- Both mandatory units from Group A units (6 credits)
- A minimum of 21 credits from Group B units
- The remaining 15 credits from any other Group B or C units

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
		Mandatory Group A				
D/503/0352	101	Comply with health and safety procedures in a contact centre	1	9	2	
Y/503/0348	301	Develop personal and organisational effectiveness in a contact centre	3	10	4	
		Optional Group B				
L/503/0394	204	Carry out direct sales activities in a contact centre	2	15	5	
K/503/0421	207	Deal with incidents through a contact centre	2	40	7	

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
M/503/0355	302	Monitor health and safety procedures in a contact centre	3	20	5	
R/503/0364	303	Support team use of contact centre systems and technology	3	20	6	
T/503/0387	304	Supervise customer service activities in a contact centre team	3	8	4	
D/503/0397	305	Lead direct sales activities in a contact centre team	3	8	4	
K/503/0404	306	Communicate information to customers through a contact centre	3	8	4	
A/503/0407	307	Contribute to performance management in a contact centre	3	12	4	
J/503/0426	308	Support customers and colleagues when providing contact centre services	3	15	5	
L/503/0430	309	Contribute to resource plan development in contact centre operations	3	38	7	
K/503/0418	310	Manage incidents referred to a contact centre	3	30	6	
A/503/0388	404	Manage customer service delivery in a contact centre	4	10	6	
H/503/0398	405	Manage direct sales activities in a contact centre	4	12	6	

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
T/503/0406	406	Coordinate customer communication processes in a contact centre	4	12	6	
L/503/0427	408	Maintain customer support operations in a contact centre	4	8	5	
		Optional Group C				
L/601/1225	212	Deal with customers using bespoke software	2	33	5	318
Y/601/1227	213	Maintain customer service through effective hand over	2	27	4	
H/601/1540	216	Support customers using on-line customer services	2	33	5	
M/601/1542	217	Buddy a colleague to develop their customer service skills	2	33	5	
R/601/1548	218	Develop your own customer service skills through self-study	2	40	6	
M/502/4300	221	Using Email	2	20	3	
A/502/4297	222	Using the Internet	2	30	4	
F/502/4379	223	Using Collaborative Technologies	2	30	4	
D/502/4292	224	IT Communication Fundamentals	2	15	2	
M/502/8606	229	Handling objections and closing sales	2	22	4	
K/601/1233	311	Build a customer service knowledge set	3	47	7	
D/601/1553	312	Work with others to improve customer service	3	53	8	
Y/601/1230	313	Organise the delivery of reliable customer service	3	40	6	

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
D/601/1522	314	Process customer service complaints	3	40	6	
H/601/1568	315	Lead a team to improve customer service	3	47	7	
H/601/1571	316	Gather, analyse and interpret customer feedback	3	67	10	
T/601/1574	317	Monitor the quality of customer service transactions	3	47	7	
J/502/4397	318	Bespoke software	3	30	4	212
L/600/9586	319	Manage own professional development within an organisation	3	20	4	
M/600/9600	320	Set objectives and provide support for team members	3	35	5	
M/600/9628	321	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	3	20	4	
L/600/9636	322	Support team members to identify, develop and implement new ideas	3	20	4	
H/600/9660	323	Develop working relationships with colleagues	3	15	3	
Y/600/9669	324	Plan and allocate and monitor work of a team	3	25	5	
R/600/9685	325	Manage conflict in a team	3	20	3	
Y/600/9686	326	Lead and manage meetings	3	20	4	
D/600/9804	327	Manage customer service in own area of responsibility	3	25	4	

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value	Barred units
F/502/8612	328	Negotiating, handling objections and closing sales	3	22	4	
A/502/8639	329	Contributing to the development and launch of new products and / or services	3	26	4	
T/502/8641	330	Leading a sales or marketing team	3	25	4	
T/601/1235	411	Champion customer service	4	67	10	
K/601/1524	412	Handle referred customer complaints	4	67	10	

Level 4 NVQ Diploma in Contact Centre Operations– 3412 -05

Qualification title and level	Level 4 Diploma in Contact Centre Operations
City & Guilds qualification number	3412-05
Qualification accreditation number	600/1288/2
Last registration date	
Last certification date	

To achieve the Level 4 NVQ Diploma in Contact Centre Operations learners must achieve **42** credits of which at least 23 credits must be at level 3.

Candidates must achieve;

- Both mandatory units from Group A units (6 credits)
- A minimum of 21 credits from Group B units
- The remaining 15 credits from any other Group B or C units

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
		Mandatory Group A			
D/503/0352	101	Comply with health and safety procedures in a contact centre	1	9	2
R/503/0350	401	Improve organisational effectiveness and personal development in a contact centre	4	10	5
		Optional Group B			
T/503/0387	304	Supervise customer service activities in a contact centre team	3	8	4
A/503/0407	307	Contribute to performance management in a contact centre	3	12	4

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
L/503/0430	309	Contribute to resource plan development in contact centre operations	3	38	7
A/503/0357	402	Manage health and safety procedures in a contact centre	4	20	4
R/503/0378	403	Manage the use of contact centre systems and technology	4	20	6
A/503/0388	404	Manage customer service delivery in a contact centre	4	10	6
H/503/0398	405	Manage direct sales activities in a contact centre	4	12	6
T/503/0406	406	Coordinate customer communication processes in a contact centre	4	12	6
F/503/0408	407	Manage team and individual performance in contact centre operations	4	15	5
L/503/0427	408	Maintain customer support operations in a contact centre	4	8	5
F/503/0425	409	Manage resource planning and improvement of resource allocation in a contact centre	4	20	6
H/503/0417	410	Manage Incident Management Systems in a contact centre	4	12	6
J/503/0359	501	Develop health and safety policy and procedures in a contact centre	5	20	7
L/503/0380	502	Develop strategy for contact centre systems and technology	5	12	7

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
A/503/0391	503	Develop customer service procedures for use in a contact centre	5	12	6
Y/503/0401	504	Manage direct sales operations in a contact centre	5	30	7
A/503/0410	505	Develop and enhance performance management in a contact centre	5	16	6
Y/503/0429	506	Manage the provision of customer support through a contact centre	5	14	5
T/503/0423	507	Coordinate resource planning strategy in a contact centre	5	12	7
R/503/0414	508	Develop strategy for incident management by a contact centre	5	12	7
		Optional Group C			
H/601/1571	316	Gather, analyse and interpret customer feedback	3	67	10
A/502/8639	329	Contributing to the development and launch of new products and / or services	3	26	4
T/601/1235	411	Champion customer service	4	67	10
K/601/1524	412	Handle referred customer complaints	4	67	10
L/601/1578	413	Implement quality improvements to customer service	4	67	10
Y/601/1597	414	Apply technology or other resources to improve customer service	4	73	11
R/601/1601	415	Review and re-engineer customer service processes	4	47	11

Unit accreditation number	City & Guilds unit	Unit title	Level	GLH	Credit value
R/600/9587	416	Develop, maintain and review personal networks	4	25	4
Y/600/9798	417	Prepare for and support quality audits	4	20	4
M/600/9791	418	Analyse the market in which your organisation operates	4	25	5
Y/600/9588	509	Develop and evaluate operational plans for own area of responsibility	5	25	6
T/600/9632	510	Promote equality of opportunity, diversity and inclusion across an organisation	5	30	6
T/600/9694	511	Developing collaborative relationships with other organisations	5	30	7
A/600/9664	512	Examine staff turnover issues in own area of responsibility	5	25	4

Level 2 Technical Certificate in Contact Centre Operations. 3411-02

Qualification title and level	Level 2 Technical Certificate in Contact Centre Operations
City & Guilds qualification number	3411-02
Qualification accreditation number	600/1137/3
Last registration date	
Last certification date	

To achieve the **Level 2 Technical Certificate in Contact Centre Operations**, learners must achieve **13 credits** of which at least 10 credits must be at Level 2.

The learner must achieve:

- 3 mandatory units from group A 201, 202 and 203 (7 credits)
- a minimum of 6 credits from any units in Group B

Candidates may take either unit 204 or 304 (but not both) and unit 205 or 305 (but not both) and unit 206 or 306 (but not both)

City & Guilds unit number/ Unit accreditation number	Unit title	GLHs	Credit value	Excluded combination of units (if any)
Mandatory - Group A				
201 T/503/0356	Principles of personal effectiveness in a contact centre	14	2	
202 A/503/0360	Principles of health and safety in a contact centre	8	1	
203 L/601/7638	The principles of personal responsibilities and working in a business environment	32	4	
Optional -Group B				
204 Y/503/0365	Principles of using systems and technology in a contact centre	21	3	304

City & Guilds unit number/ Unit accreditation number	Unit title	GLHs	Credit value	Excluded combination of units (if any)
205 L/503/0377	Principles of communication and customer service in a contact centre	12	2	305
206 M/503/0386	Principles of selling in a contact centre	14	2	306
207 M/503/0405	Principles of handling incidents through a contact centre	18	3	
208 F/503/0411	Principles of legal, regulatory and ethical requirements of a contact centre	15	2	
304 T/503/0373	Principles and processes of systems and technology in a contact centre	26	4	204
305 F/503/0389	Principles of customer service in a contact centre	26	4	205

Level 3 Technical Certificate in Contact Centre Operations. 3411-03

Qualification title and level	Level 3 Technical Certificate in Contact Centre Operations
City & Guilds qualification number	3411-03
Qualification accreditation number	600/1138/5
Last registration date	
Last certification date	

To achieve the **Level 3 Technical Certificate in Contact Centre Operations** learners must achieve **16 credits** of which at least 10 credits must be at Level 3.

The learner must achieve:

- 3 mandatory units from group A - 301, 302 and 303 (9 credits)
- a minimum of 7 credits from any units in Group B

Candidates may take either unit 204 or 304 (but not both) and unit 205 or 305 (but not both) and unit 206 or 306 (but not both)

City & Guilds unit number/Unit accreditation number	Unit title	GLHs	Credit value	Excluded combination of units (if any)
Mandatory -Group A				
301 F/503/0358	Principles of personal and organisational effectiveness in a contact centre	14	2	
302 L/503/0363	Principles and processes of health and safety in a contact centre	18	3	
303 D/601/7644	Principles of personal responsibilities and how to develop and evaluate own performance at work	32	4	
Optional - Group B				
204 Y/503/0365	Principles of using systems and technology in a contact centre	21	3	304

City & Guilds unit number/Unit accreditation number	Unit title	GLHs	Credit value	Excluded combination of units (if any)
205 L/503/0377	Principles of communication and customer service in a contact centre	12	2	305
206 M/503/0386	Principles of selling in a contact centre	14	2	306
207 M/503/0405	Principles of handling incidents through a contact centre	18	3	
208 F/503/0411	Principles of legal, regulatory and ethical requirements of a contact centre	15	2	
304 T/503/0373	Principles and processes of systems and technology in a contact centre	26	4	204
305 F/503/0389	Principles of customer service in a contact centre	26	4	205
306 J/503/0393	Principles of sales activities and customer support in a contact centre	26	4	206
307 Y/503/0396	Principles of performance management in a contact centre	18	3	
308 K/503/0399	Principles of resource planning in a contact centre	35	5	
309 M/503/0405	Principles of incident management through a contact centre	18	4	

Level 1 Certificate for introduction to contact centre Indusrty. 4424-01

Qualification title and level	Level 1 Certificate for Introduction to the Contact Centre Industry
City & Guilds qualification number	4424-01
Ofqual accreditation number	500/7441/6
Last registration date	31/12/2010
Last certification date	31/12/2011

To achieve the **Level 1 Certificate for Introduction to the Contact Centre Industry**, learners must achieve all **14 credits** from the **7 mandatory units.**

Accreditation unit reference	City & Guilds unit number	Unit title	Credit value	GLHs
A/600/1743	Unit 101	The Contact Centre Industry	1	10
M/600/1755	Unit 102	Communication Skills in a Customer Service Environment	2	20
J/600/1762	Unit 103	Principles of Call Handling Skills	3	30
H/600/1770	Unit 104	Call Handling Skills	4	40
K/600/1771	Unit 105	Preparing to Handle Customer Problems and Complaints	1	10
M/600/1772	Unit 106	Principles of Sales	1	10
F/600/1775	Unit 107	Personal Aptitudes for Contact Centre Employment	2	20