

For the attention of the
Customer Service co-ordinator



July 2012

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**Qualification
Number**

**Customer Service
4417,8992,7013,7014,7015**

NEWS

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Contents;

- **4417 Qualification structure amendments**
- **4417 Assessment changes**
- **Extensions to existing customer service qualifications**

4417 Qualification structure amendments

Following consultation and feedback and with the support of the Cfa, additional online assessments are being introduced at Level 2 and Level 3. To support this two additional units have been developed which support the use of online assessment.

The following summarises the revised qualification structures;

4417-02 Level 2 Certificate in Customer Service

To achieve the Level 2 Certificate in Customer Service learners must achieve 13 credits from units (201 **or** 271) and (202 **or** 272)

UAN	City & Guilds unit number	Unit title	Level	GLH	Credit	Assessed by
J/600/1003	201	Delivery of effective customer service	2	50	6	M/C test
J/600/0658	202	Supporting the customer service environment	2	65	7	Assignment
J/600/1003	271	Delivery of effective customer service	2	50	6	Assignment
F/504/1358	272	Supporting the customer service environment	2	65	7	M/C test

The additional unit types allow for a combination of assessments for example -

To run the qualification the rule of combination will still consist of **2 units**, however a centre now has the choice of the assessment type.

To access the online assessments only, candidates need to be registered on 4417-02 and use the components 201 and 272 to access the on line tests, when claiming certification please submit 201 and 272 to trigger the certificate.

To access the paper based assessments only, candidates need to be registered on 4417-02 and use the assignments for 202 and 271, when claiming certification please submit 202 and 271 to trigger the certificate.

Candidates could use a mixture of assessment type e.g. online and paper based assessment e.g. 201 and 202.

4417-03 Level 3 Certificate in Customer Service

To achieve the Level 3 Certificate in Customer Service learners must achieve 13 credits from units (301 **or** 371) and (302 **or** 372)

UAN	City & Guilds unit number	Unit title	Level	GLH	Credit	Assessed by
L/600/0659	301	Principles of customer service delivery	3	50	6	Assignment
F/600/0660	302	Developing and improving the customer service process	3	55	7	Assignment
L/600/0659	371	Principles of customer service delivery	3	50	6	M/C test
F/504/1361	372	Developing and improving the customer service process	3	55	7	M/C test

The additional unit types allow for a combination of assessments for example –

To run the qualification the rule of combination will still consist of **2 units**, however a centre now has the choice of the assessment type.

To access the online assessments only, candidates need to be registered on 4417-03 and use the components 301 and 372 to access the on line tests, when claiming certification please submit 301 and 372 to trigger the certificate.

To access the paper based assessments only, candidates need to be registered on 4417-03 and use the assignments for 302 and 371, when claiming certification please submit 302 and 371 to trigger the certificate.

Candidates could use a mixture online and paper based assessment type e.g. 301 and 372.

Registration: The additional units and assessments will be added to the qualification structures from 01.09.2012

Documentation: A revised qualification handbook will be available for download from the City & Guilds website from 01.08.12

4417 Assessment update

Following the feedback received from the focus group meetings we have made the following improvements and introduced new assessments to provide flexibility and offer a wider range of assessments to meet the needs for a dual assessed qualification.

The assignments consist of a practical task and underpinning knowledge section.

An on-line MC test has been reviewed and three others created.

The assessments will all be available and live from September 2012. Centres should use new assessments from September 2012. This is a dual assessed qualification and candidates only need to do one of the two available assessments. The benefit of offering this assessment methodology is to make our offer more flexible and to meet the needs of a wider cohort of candidates.

Level 2 Certificate in Customer Service changes

- 4417-201 A review of the existing multiple choice questions and new additional questions have been written to cover all assessment criteria for the unit.
The revised test will consist of 45 questions and will be 75 minutes long

- 4417-271 Two new assignments have been written for the purpose of a dual assessed unit to offer flexibility. Versions A and B will be available to download from the City & Guilds website.

- 4417- 202 Current versions A and B of the assignment have been reviewed and generic guidance has been improved and made clearer with the added benefit of recording candidates responses by using oral questioning for the underpinning knowledge section of the assignment.

- 4417-272 A new multiple choice on-line test has been created to allow for dual assessment. The test will consist of 45 questions and will be 75 minutes long.

The table below shows the structures of the Level 2 Certificate in Customer service.

City & Guilds qualification number	City & Guilds unit number	Current assessment	New assessment	Available from	Assessment methodology
4417	201	M/C test reviewed		September 2012	Dual assessment
	271		Version A+B Assignments		
4417	202	Review of Version A+B Assignment		September 2012	Dual assessment
	272		M/C test		

Level 3 Certificate in Customer Service changes

- 4417-301 Current versions A and B of the assignment have been reviewed and generic guidance has been improved and made clearer with the added benefit of recording candidate's responses by using oral questioning for the underpinning knowledge section of the assignment. Version C and D have been removed and will no longer be available for use from 1st September 2012
- 4417-371 A new multiple choice on-line test has been created to allow for dual assessment. The test will consist of 40 questions and will be 1 hour long.
- 4417-302 Two new assignments have been written for the purpose of a dual assessed unit to offer flexibility. Versions A and B will be available to download from the City & Guilds website.
- 4417-372 A new multiple choice on-line test has been created to allow for dual assessment. The test will consist of 40 questions and will be 1 hour long

The tables below show the structures of the Level 3 Certificate in Customer service.

City & Guilds qualification number	City & Guilds unit number	Current assessment	New assessment	Available from	Assessment methodology
371	301	Review of Version A+B Assignments	M/C test	September 2012	Dual assessment
	371		Review Version A+B Assignments		
4417	302	Review of Version A+B Assignments		September 2012	Dual assessment
	372		M/C test		

Extensions to existing customer service qualifications

The following qualifications have been extended until 31.12.2013

Product code	Description	QAN	Extended until
8992-11	Level 1 Award in Customer Service	500/3682/8	31.12.2013
8992-12	Level 2 Award in Customer Service	500/3681/6	31.12.2013
8992-13	Level 3 Award in Customer Service	500/3680/4	31.12.2013
4417-02	Level 2 Certificate in Customer Service	500/6329/7	31.12.2013
4417-03	Level 3 Certificate in Customer Service	500/6206/2	31.12.2013
7013-13	Introductory Certificate in Conflict Handling	500/5695/5	31.12.2013
7014-14	Introductory Certificate in Customer	500/5689/X	31.12.2013
7015-15	Introductory Certificate in Selling	600/2805/1	31.12.2013

The following qualification has been extended until 31.12.2014

Product code	Description	QAN	Extended until
4424-01	Level 1 Certificate for Introduction to the Contact Centre Industry	500/7441/6	31.12.2014

Launch of new APP for Level 2 Customer Service

A new app has been developed to help learners prepare for knowledge assessments for the 4417-02 and 4417-03 Level 2 and 3 Certificates in Customer Service. This app can be downloaded from the App store and is suitable for all smartphones. It will be available from 1st September 2012

