

4417 Level 2 Certificate in Customer Service
Unit Number/Title

201 Delivery of effective customer service

4430 Level 2 Framework NVQ in Customer Service
Unit Number/Learning outcome and assessment criteria ref.

101	LO1:1.1 LO3: 3.3, 3.12, 3.13, 3.14, 3.15
102	LO2: 2.1 LO3: 3.1, 3.2, 3.3, 3.4, 3.5
103	LO3: 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8
104	LO2: 2.1, 2.5, 2.6
105	LO3: 3.3, 3.4, 3.5
106	LO4: 4.1, 4.2, 4.4
201	LO2: 2.6, 2.8, 2.9
202	LO2: 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 2.11
203	LO4: 4.1, 4.2, 4.3, 4.4, 4.5
204	LO4: 4.1, 4.5, 4.6
205	LO4: 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7
206	LO1: 1.1 LO3: 3.1
207	LO3: 3.3, 3.5
208	LO4: 4.1, 4.2, 4.5, 4.6
209	LO3: 3.1, 3.2, 3.5, 3.6, 3.8
210	LO4: 4.4, 4.5,
211	LO4: 4.1, 4.5, 4.6
212	LO3: 3.1 LO4: 4.5
214	LO3: 3.3, 3.4, 3.5, 3.6, 3.7, 3.8
215	LO3: 3.5
221	LO2: 2.1 LO4: 4.2, 4.3, 4.6, 4.7
222	LO4: 4.1, 4.2
303	LO4: 4.4, 4.8
308	LO4: 4.5, 4.8
309	LO4: 4.1, 4.4
311	LO1: 1.4
312	LO3: 3.5
314	LO4: 4.2, 4.3
317	LO2: 2.5 LO4: 4.10

202	Supporting the customer service environment	101	LO1: 1.1 LO3: 3.1, 3.3, 3.
		104	LO2: 2.5
		105	LO3:3.3–3.10
		106	LO4: 4.1, 4.2, 4.4, 4.5, 4.8
		202	LO1: 1.1.5 LO2: 2.1.1–2.1.11
		203	LO1: 1.1.3, 1.1.4, 1.1.7 LO2: 1.1–1.3 LO4:1.1, 1.2, 1.5
		204	LO2:2.2
		205	LO1: 1.1, 1.2, 1.3
		208	LO1: 1.1.2
		209	LO1:1.5
		210	LO1: 1.1;1.4 LO4:4.2
		211	LO2: 2.1; 2.4 LO4: 4.2; 4.3
		216	LO3: 3.1–3.8
		219	LO1: 1.1, 1.2, 1.5 LO4: 4.1–4.5
		220	LO3: 3.4
		221	LO4:4.3–4.5
		222	LO1:1.1 LO4: 4.2–4.4
		223	LO4: 4.1–4.8
		303	LO4: 4.4
		304	LO3: 3.6
		309	LO4: 4.1
		310	LO4: 4.1, 4.4
		312	LO3: 3.3, 3.4
		314	LO 4: 4.3
		315	LO4: 4.1–4.7