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City & Guilds

500/6329/7 Level 2 Certificate in Customer Service

OVERVIEW

- What does this qualification cover?

This qualification provides the knowledge you need to gain an understanding of customer service. It covers the following:

- Identifying the purpose of customer service
- principles of effective customer service delivery
- identifying support in the customer service environment.

This is a Framework qualification.

- Who could take this qualification?

This Level 2 qualification is ideal if you're looking to gain an understanding of customer service. Opportunities for further learning exist if you are looking to gain additional knowledge, develop skills and take on more responsibility.

The Level 2 Certificate in Customer Service (knowledge-based qualification) offers an opportunity for learning at level 2 outside of related employment or an apprenticeship programme, and so is ideal for those learners looking to expand their knowledge of Customer Service without having to be employed in the sector. The other Ofqual regulated Level 2 qualifications in this sector are the Level 2 NVQ Certificate (500/9341/1) in Customer Service and Level 2 Diploma in Customer Service (601/3562/1). These require the learner to produce evidence of competence and performance from a relevant position of employment. The Level 3 Certificate in Customer Service (500/6206/2) is more appropriate for learners looking to gain knowledge and understanding required for supervisory and management roles, and therefore provides an ideal route of progression from the Level 2 Certificate.

WHAT COULD THIS QUALIFICATION LEAD TO?

The learner could progress onto a Customer Service Apprenticeship at Level 2 or 3 or other qualifications such as:

- Level 3 Certificate in Customer Service
- Level 2 and 3 Diplomas in Customer Service (combined knowledge and competence)



- Level 2 Certificate in Principles of Business and Administration
- Level 3 Certificate in Principles of Business and Administration
- Level 2 Diploma in Business Administration (combined knowledge and competence)
- Level 3 Diploma in Business Administration (combined knowledge and competence)
- ILM qualifications in Team Leading and Management

This qualification could lead to a wide range of jobs in customer service, including:

- Customer service assistant
- Front line customer service practitioner
- Telephone call centre operator
- Retail or leisure centre customer contact.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

CAD Centre (UKPRN: 10001080)
Qube Training (UKPRN: 10005319)
TDR Training (UKPRN: 10006517).