

July 2014

## City & Guilds

601/3562/1 Level 2 Diploma in Customer Service

### OVERVIEW

- What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellence customer experience and will equip you with the necessary skills to work and support customer service delivery.

The following areas that can be covered within this qualification:

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development
- Communicate with customers in writing

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

Level 2 will suit you if you have some experience in customer service and are able to handle more difficult customers. You are looking to improve your own skills and become more involved in making improvements to your team's level of customer service.

This qualification is suitable for anyone from 16 years old or over.

### WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Customer service advisor
- Call centre operator
- Retail or leisure centre customer contact
- Helpdesk advisor

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The learner could progress onto other qualifications such as:

- Level 3 Diploma in Customer Service
- Customer Service Apprenticeships
- Level 2 and Level 3 Diplomas in Business Administration
- Level 2 and Level 3 Contact Centre Operations
- Customer Service Advanced Apprenticeship
- Institute of Leadership and Management (ILM) qualifications.

#### WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

Kings College Hospital NHS Trust  
Allied Healthcare  
Clipper Logistics  
Hospice Homecare  
Avanta  
IMRG