

# RECOGNITION LIST

CUSTOMER SERVICE



# RECOGNITION LIST

City & Guilds is one of the world's leading vocational education businesses, with over 130 years of experience in designing qualifications and skills development solutions for governments and industries.

Since 1878, millions of learners have used our qualifications to enhance their skills and today millions more are studying to achieve a City & Guilds certificate to realise their potential.

We operate in over 80 countries and have developed a dedicated international portfolio which covers a wide range of subject areas, including customer service.

Our qualifications offer great progression opportunities and are widely accepted by employers around the world as the benchmark for workplace excellence.

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# CUSTOMER SERVICE

Organisations featured in this document are only some of the many prestigious institutions and corporates that recognise the Awards in Customer Service (8992), as shown in their individual statement:

- Level 1 Award in Customer Service
- Level 2 Award in Customer Service
- Level 3 Award in Customer Service

## Key

Recognised levels (if applicable)

-  Level 1 Award
-  Level 2 Award
-  Level 3 Award

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## How employers view City & Guilds international qualifications

-  Having a City & Guilds qualification enhances one's career prospects
-  City & Guilds qualifications are an excellent recruitment benchmark for the industry
-  City & Guilds qualifications are an excellent training solution for employers
-  Outstanding learners for a relevant City & Guilds qualification will be considered for a placement
-  Applications are welcome from City & Guilds graduates seeking work within the sector
-  Priority will be given to applicants with a City & Guilds qualification when recruiting

Illustrations used throughout this publication are representative of the people and industries City & Guilds help and support. Persons shown may be unrelated to the statements or endorsements on the same or adjoining pages.

Recognitions featured in this section are examples of how City & Guilds IVQs in Customer Service are recognised within national qualifications frameworks or accepted by government agencies and other regulatory authorities.



# GOVERNMENT RECOGNITIONS



# GOVERNMENT RECOGNITIONS

## England

Office of the Qualifications and Examinations Regulator (Ofqual)  
www.accreditedqualifications.org.uk



The Awards in Customer Service are accredited on the Qualifications and Credit Framework.

The level in the qualification title shows the Framework level at which each qualification is accredited at.

The qualification number is the qualification accreditation number.

Ofqual is the regulator of qualifications, examinations and assessments in England and of vocational qualifications in Northern Ireland.

Ofqual approves and distributes the criteria that qualifications must meet in order to be accredited on the Framework or NQF\* and checks that qualifications and the bodies that award them meet these criteria.

\*National Qualifications Framework of England, Wales and Northern Ireland (NQF)

## Ireland

National Qualifications Authority of Ireland  
www.nqai.ie

The Awards in Customer Service are aligned to levels of the National Framework of Qualifications of Ireland (NFQ):



NFQ level 5



NFQ level 4



NFQ level 3

Accredited qualification title	CG no.	Qual. no.
<u>Level 1 Award in Customer Service</u>	8992-11	500/3682/8
<u>Level 2 Award in Customer Service</u>	8992-12	500/3681/6
<u>Level 3 Award in Customer Service</u>	8992-13	500/3680/4

NQAI is an agency of the Department of Education and Science and the Department of Enterprise, Trade and Employment, responsible for the establishment and management of the National Framework of Qualifications of Ireland (NFQ), including the alignment of international qualifications to the NFQ.

### Key

Recognised levels (if applicable)



Level 1 Award



Level 2 Award



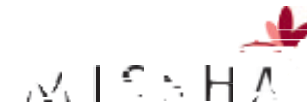
Level 3 Award

Organisations featured in this section are examples of leading corporates and employer associations/groups which have recognised the IVQs in Customer Service for their quality and relevance to the industry.

# INDUSTRY RECOGNITIONS

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THE BEAUTY GROUP



The Beauty Group  
www.thebeautygroup.com

Calgary Co-op  
www.calgarycoop.com

MISSHA  
www.missha.com.hk



The Beauty Group Holdings Ltd is the holding company of an international group of luxury brands including MAUD FRIZON, a French fashion and accessories company; Ingrid Millet, a French skincare brand; Shimmer New York Ltd, a make-up manufacturer; Bioscreen, a French dermo-cosmetic brand and the French Institutes Beauty School.

Calgary Co-operative Association Limited is one of the largest retail co-operatives in North America, with 435,000 members, 4000 employees, assets of \$374 million and annual sales of \$1.06 billion.

Founded in 2000 as an on-line shopping website in Korea, MISSHA has become one of the most renowned brands in the world, offering a portfolio of over 700 high-quality and affordable skin care and make-up products.

The Group also has majority ownership of Dean, a menswear brand with over 350 boutiques in China; Megantik, a French ladies ready to wear company which owns and distributes the brand CocoMenthe; Josfond Espana, a menswear brand with 30 stores in China.

Established in 1956 as a single store, Calgary Co-op currently operates 23 retail food centres, 23 pharmacies, 27 gas bar bars, 21 liquor stores, two home health care centres, and seven travel offices in Calgary and the surrounding area.

Today, the company runs a chain of 300 stores in Korea alone and has operations in a number of countries including Australia, China, HK, Japan, Macau, Malta, Mexico, Mongolia, Romania, Singapore, Taiwan, Thailand, United Arab Emirates, United States and Vietnam.

MISSHA (HK) delivers City & Guilds qualifications as part of the comprehensive package of make-up services they offer to their customers.

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# INDUSTRY RECOGNITIONS



One World Hotel  
[www.oneworldhotel.com.my](http://www.oneworldhotel.com.my)



One World Hotel is a luxurious, five-star hotel located in the heart of the Petaling Jaya business district, at the fringe of Kuala Lumpur.

It offers style, sophistication and urban residential comfort, paired with warm, efficient and friendly service. Adjoined to one of Malaysia's top shopping destinations, the award-winning 1 Utama Shopping Centre, One World caters for the needs of both business and leisure travellers.

One World Hotel is a member of Worldhotels in the Deluxe collection. Worldhotels is an exclusive collection of the world's most unique independent hotels featured under the banner of 'Unique Hotels for Unique People'. Today, Worldhotels has almost 450 affiliate properties in more than 250 destinations in 65 countries worldwide.

# EUROPASS



Europass Certificate Supplement  
[www.cityandguilds.com/europass](http://www.cityandguilds.com/europass)  
[www.uknec.org.uk](http://www.uknec.org.uk)  
[europass.cedefop.eu.int](http://europass.cedefop.eu.int)



Each level of the Awards in Customer Service (8992) is supported by a Europass Certificate Supplement.

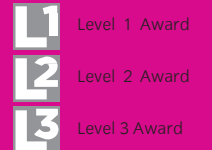
The Certificate Supplement helps to ensure that qualifications are easily understood across national systems and makes it easier for learners to find employment or training opportunities beyond the borders of their own country.

It provides details on the skills that candidates are required to demonstrate in order to achieve a City & Guilds certificate, helps learners to prepare for job interviews and allows employers to choose the best candidate to work for their organisation.

City & Guilds was the first UK awarding body to launch the Europass Certificate Supplement and still the only one offering it across its qualification portfolio.

## Key

Recognised levels  
(if applicable)



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