

LEVEL 2 CERTIFICATE IN CUSTOMER SERVICE

City & Guilds qualification number 5530-02
Qualification accreditation number 601/3562/1

Who is it for?

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

What is the structure?

You must achieve a minimum of 45 credits overall, of which 19 credits must be from five mandatory units and the balance from a choice of optional units. The mandatory units are:

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development

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Where will it take me?

This qualification can help you get ahead in almost any industry as good customer-service skills are essential for many jobs. If you're committed to advancing your career by building strong customer-service skills, you may want to progress on to an additional qualification such as Level 3.



How is it delivered?

You will be assigned a personal assessor – an experienced practitioner who is there to help and guide you. You will build up evidence to of what you know, and what you can do: this will be stored in a web based e-portfolio, which you and your assessor can access at any time.

You will develop your knowledge through studying a mixture of printed and online resources and attending webinars: your assessor will test your knowledge by setting you a variety of tasks. Your assessor will also visit you at work to carry out and record observations of your practice.

How long does it take?

There is no fixed time – it depends on how committed you are and how easily we can carry out observations. Nine months to a year is typical but, if you are doing this qualification as part of an apprenticeship, please note that there is a minimum duration of one year.

What funding is available?

If you are employed for at least 16 hours per week and are able to achieve functional skills at Level 1 in maths and English, we can deliver your qualification free through an apprenticeship. If you prefer, you can take GCSE maths and English as an alternative to functional skills.

If you are unemployed and receiving state benefits, or if you are aged under 24 and don't already have any qualification at Level 2 or above (including 5 grade C GCSEs), the qualification can also be delivered free of charge – although you will need to have a work placement which allows us sufficient time, over a period, to observe you at work.

In other circumstances we will have to charge but we can generally access part funding for learners under 24 or those employed in small businesses.

