

## Diploma in Customer Service Level 2



At More Training we go further in fully understanding what it is that our clients want to achieve from their training.

We work as your partner to deliver that vision, developing stronger employees who work well as individuals and as part of a team.

### Why work with **More**training?

- We are a market leader in the field of employee development and have delivered our bespoke training for almost 20 years to a growing number of major employers.
- Our success is built on delivering proven results for employers to support their business needs
- Our Trainer Assessors have relevant industry experience, so we know the pressures and opportunities that face businesses.

### Employer benefits

- A more efficient and effective communication with clients and stakeholders
- Improved productivity and performance
- Assisting with employee retention, teamwork and motivation
- Helping your workforce feel valued
- Showing customers, you invest in quality improvement

### Employee benefits

- Acquiring new knowledge and skills
- Recognition through nationally recognised qualifications
- A career development opportunity
- Improved morale and better job satisfaction

### What to expect

Customer Service includes all aspects of customer interaction involved in running a business and may include:

- Communicating effectively with customers
- Promoting products and services
- Handling complaints, requests and enquiries
- Seeking, analysing and acting on customer feedback



## Stages of provision.....

### Information, Advice and Guidance Stage

**A consultation meeting with the learners as a group.**

**Duration approximately 1 hour**

#### Main Qualification

- To discuss the qualification and how it applies to their roles
- The commitment from us and the learners
- Delivery methods: - the ways in which we can assess and the various types of suitable evidence
- Frequency of visits – 1 per month for Main Qualification plus any Essential Skills support that may be required
- any work required between scheduled visits.
- Duration of qualification – up to 12 months
- Completion of Skills Diagnostic

#### Essential Skills

- Outline the purpose of the qualifications, supporting any needs identified.
- WEST Assessments.
- ES delivery via 1-2-1 sessions of 1½ hours each and group sessions
- Frequency of sessions
- Controlled Tasks

### H&S Vetting Stage

**This can be undertaken either during or closely following the IAG meeting.**

This is to ascertain and prove that the employer has in place all the Health & Safety processes, documentation etc to ensure a safe environment for the learners and More Training staff to conduct their required activities.

### Sign Up Stage

**This can be co-ordinated to meet the requirements of the business and learners.**

**Scheduled in a group or groups and can be split over 2 x sessions.**

There are 3 elements to the sign up, each will take approximately 1 to 1½ hours to complete. (3 to 4½ hours maximum). We can spread this over two sessions if required.

- WEST Assessment in Application of Number
- WEST Assessment in Communication
- Completion of the funding application paperwork

### Delivery Stage

The **NVQ and Technical Certificate elements** are combined within the qualification framework and would be delivered via 1-2-1 sessions with the allocated assessor. These sessions will take place once a month and will last approximately 2 hours. During this time the assessor will take each learner through an induction into the qualification, establish which of the optional units would be most reflective of their role and provide the best development opportunities for them.

The assessor will support them with the “knowledge” elements, where learners will be required to look at various management and business models. They will discuss the knowledge elements of the qualification and suggest the best ways for them to gain the most from these units and how we can best support them throughout their learning journey. They will establish what would be suitable evidence, how it can be assessed and the best ways for them to present it. Looking for naturally occurring evidence for their NVQ elements wherever possible, to reflect how they implement their knowledge and understanding into their working activities.

There will be occasions where the assessor will request to observe learners at their place of work and go through their portfolio, to evidence their competence and to meet the requirements of the standards within the qualification.



## Framework

Qualification title	Technical Certificate	Essential Skills	Level
C&G Level 2 NVQ Diploma in Customer Service	Combined within framework	Communication Application of Number	1 1

## Qualification overview

Qualification title	Credit value	Structure	Rules of combination
C&G Level 2 NVQ Diploma in Customer Service C&G Ref 5530-02	45 credits	<ul style="list-style-type: none"> <li>Two hours induction</li> <li>At least nine hours tutorial support</li> <li>Monthly assessor visits of up to 2½ hours</li> </ul>	<ul style="list-style-type: none"> <li>Five mandatory units (19 credits)</li> </ul> Minimum of 26 credits from: <ul style="list-style-type: none"> <li>A minimum of 3 credits from Optional Group B</li> <li>A minimum of 16 credits from Optional Group C</li> <li>A maximum of 7 credits from Optional Group D</li> </ul>

## Mandatory units Group A

Reference	Unit title	Level	CV*
Unit 201	Deliver customer service	2	5
Unit 202/662	Understand customers	2	2
Unit 203/663	Principles of customer service	2	4
Unit 204/664	Understand employer organisations	2	4
Unit 205	Manage personal performance and development	2	4

\*Credit value

## Optional Group B

Reference	Unit title	Level	CV*
Unit 206	Communicate verbally with customers	2	3
Unit 207	Communicate with customers in writing	2	3

## Optional Group C

Reference	Unit title	Level	CV*
Unit 208	Deal with incoming telephone calls from customers	2	3
Unit 209	Make telephone calls to customers	2	3
Unit 210	Promote additional products and/or services to Customers	2	2
Unit 211	Process information about customers	2	3
Unit 212	Exceed customer expectations	2	3
Unit 213	Deliver customer service whilst working on customer's premises	2	4
Unit 214	Carry out customer service handovers	2	3
Unit 215	Resolve customer service problems	2	5
Unit 216	Deliver customer service to challenging customers	2	3
Unit 217	Develop customer relationships	2	3
Unit 218	Support customer service improvements	2	3
Unit 219	Support customers through real-time online customer service	2	3
Unit 220	Support customers using self-service equipment	2	3
Unit 221	Use social media to deliver customer service	2	3
Unit 222	Provide post-transaction customer service	2	5
Unit 302	Gather, analyse and interpret customer feedback	3	5
Unit 311	Resolve customers' complaints 4 3	3	4



## Optional Group D

Reference	Unit title	Level	CV*
Unit 223	Health and safety procedures in the workplace	2	2
Unit 224	Manage diary systems	2	2
Unit 225	Provide reception services	2	3
Unit 226	Contribute to the organisation of an event	2	3
Unit 227	Buddy a colleague to develop their skills	2	3
Unit 228	Employee rights and responsibilities	2	2
Unit 229	Develop working relationships with colleagues	2	3
Unit 230/680	Principles of equality and diversity in the workplace	2	2
Unit 231	<b>Processing</b> sales orders	2	2
Unit 232	Meeting customers' after sales needs	2	3
Unit 233	Handling objections and closing sales	2	3
Unit 234	Deal with incidents through a contact centre	2	7
Unit 235	Carry out direct sales activities in a contact centre	2	5
Unit 236	Bespoke Software	2	3
Unit 303	Negotiate in a business environment	3	4



## Essential Skills



**We work as your partner to deliver the vision of developing stronger employees who work well as individuals and as part of a team**

**All funded courses are achieved through an apprenticeship framework, the framework includes:**

- Technical certificate which is the training and teaching part
- NVQ which is the competency part to confirm what you have learnt from the training is being embedded within your job role
- Essential Skills are mandatory and a funding requirement. They include Application of Number, Communication and Digital literacy. The minimum level of Essential Skills will differ with each qualification we deliver, and we will look to provide the level that is appropriate to each learner's development needs. (See more information below)

### Essential Skills

#### **Level 1 (minimum requirement)**

##### **Application of Number**

Controlled Task takes up to 4 hours to complete over an 8 week period

Confirmatory test, multiple choice takes 45 minutes

##### **Communication**

Controlled Task takes up to 4 hours to complete over an 8 week period – One part to the task the learner must take part in a group discussion of 10 minutes with a minimum of 3 participants.

Confirmatory test, multiple choice takes 45 minutes

#### **Level 2 (development opportunity)**

##### Application of Number

Controlled Task takes up to 5 hours to complete over an 8 week period

Confirmatory test, multiple choice takes 45 minutes

##### **Communication**

Controlled Task takes up to 5 hours to complete over an 8 week period – One part to the task the learner must take part in a group discussion of 10 minutes with a minimum of 3 participants and create a short power point presentation.

Confirmatory test, multiple choice takes 45 minutes

### **Essential Skills Delivery**

The Essential Skills 1 to 1 support will vary from learner to learner and will depend upon their current abilities with the potential for these to be delivered as a group, if there are multiple learners and all learners are at a similar level. The WEST Assessments at sign up will identify any areas of support that will be required, and we will be able to provide tailored support to meet the individual's needs.

This may result in the controlled tasks being completed earlier in the schedule than listed.

Also, if a learner can prove that they already have a relevant qualification at the required level, we can use this as Approved Prior Learning and they won't be required to undertake the Essential Skills elements of the framework.