

## Mapping document

The NCFE Level 2 Certificate in Principles of Customer Service (601/7070/0) has been mapped to the knowledge learning outcomes of the NCFE Level 2 Diploma in Customer Service (601/3973/0), as shown in the table below.

<b>NCFE Level 2 Certificate in Principles of Customer Service (601/7070/0)</b>	<b>NCFE Level 2 Diploma in Customer Service (601/3973/0)</b>
<b>Mandatory units</b>	
Principles of customer service and delivery (Y/507/5967)	Deliver customer service (A/506/2130) Principles of customer service (J/506/2132)
Understand customers (D/507/5968)	Understand customers (F/506/2131)
Understand employer organisations (A/507/5895)	Understand employer organisations (A/506/1964)
<b>Optional units</b>	
Understand how to communicate with customers (H/507/5969)	Communicate verbally with customers (D/506/2119) Communicate with customers in writing (T/506/2126)
Understand how to communicate with customers using the telephone (Y/507/5970)	Deal with incoming telephone calls from customers (H/506/2154) Make telephone calls to customers (K/506/2155)
Understand how to handle customer information (D/507/5971)	Process information about customers (R/506/2134) Carry out customer service handovers (T/506/2157)
Understand how to deliver customer service online (H/507/5972)	Support customers through real-time online customer service (A/506/2161) Use social media to deliver customer service (J/506/2163)
Understand how to resolve problems and deliver customer service to challenging customers (K/507/5973)	Resolve customer service problems (A/506/2158) Deliver customer service to challenging customers (F/506/2159)
Understand how to handle objections, promote additional products or services and close sales (M/507/5974)	Handling objections and closing sales (M/502/8606) Promote additional products and/or services to customers (L/506/2133)
Understand how to develop customer relationships (T/507/5975)	Develop customer relationships (Y/506/2149) Exceed customer expectations (Y/506/2135) Support customer service improvements (T/506/2160)
Understand how to process sales orders and provide post transaction customer service (A/507/5976)	Provide post-transaction customer service K/506/2978) Processing sales orders (M/502/8587)
Principles of equality and diversity in the workplace (K/507/5911)	Principles of equality and diversity in the workplace (J/506/1806)
Understand how to develop working relationships with colleagues (F/507/5896)	Buddy a colleague to develop their skills (M/506/1895) Develop working relationships with colleagues (R/506/1789)

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***\* To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***