



Purpose statement

**NCFE Level 2 Diploma in Customer Service
QN: 601/3973/0**

Purpose Statement

Qualification overview

This QCF qualification provides learners with a wide range of knowledge and skills required to work in a customer service role. It provides learners with the skills and knowledge needed to deliver customer service, understand customers and employer organisations.

Optional units in this qualification cover developing customer relationships, resolving customer complaints and providing reception services.

This qualification consists of the following mandatory units:

- Deliver customer service (A/506/2130)
- Understand customers (F/506/2131)
- Principles of customer service (J/506/21320)
- Understand employer organisations (A/506/1964)
- Manage personal performance and development (L/506/1788)

This qualification also has a number of mandatory units.

Who is this qualification designed for?

This qualification is suitable for learners aged 16 and above.

This qualification's ideal for people who have the scope to bring about permanent improvements in service delivery that benefits their organisation and its customers. Learners do not necessarily have to be in a role where they are directly responsible for people and will benefit those already working in, or seeking work in a customer related role.

This qualification has no specific entry requirements, although it may be beneficial if learners have undertaken a Level 1 Customer Service or Business Administration related qualification.

What could this qualification lead to?

- Junior/apprentice customer service assistant
- Junior/apprentice secretary
- Junior/apprentice receptionist
- Junior/apprentice personal assistant

Progression opportunities

Learners completing this qualification can progress to:

- Level 3 Diploma in Customer Service
- Level 3 Diploma in Business Administration

Are there any larger or smaller versions of this qualification at the same Level, why should a learner take this one?

Support for this qualification

This qualification is supported by employers from the Customer Service and other industries where there is a requirement for customer service.

For further information about these employers please contact NCFE on 0191 239 8000 or email us at customersupport@ncfe.org.uk.