



Qualification and Credit Framework (QCF)

QCF Certificate in Customer Service (QCF) Level 2

Accreditation Body: City and Guilds

Introduction/Summary

The success of any business begins and ends with the customer. This qualification will help your staff to improve their key customer service skills and demonstrate that they have reached a recognised, national standard in dealing with your clients. This level is ideal for those who want to carry out a customer service role both more professionally and more effectively.

This QCF focuses on the key aspects of customer service examining work practices, dealing with customers in different ways, handling problems and complaints, developing relationships, supporting improvements to systems & procedures, and personal development within the customer service environment. The variety of optional units available means that this qualification can be undertaken in a wide variety of sales and service industries and can be tailored to your organisations needs.

Qualification

To help your staff develop a tailored programme which meets their specific needs, learners will have an initial assessment interview with their assigned assessor before they get started on their qualification.

This assessment interview looks at what their current role is, analyses their skills, and then identifies the most relevant optional units for them to take.

For a full qualification 2 mandatory units will need to be completed and learners will need to complete optional units to the value of 20 credits.

Mandatory Units

- Communicate using customer service language
- Follow the rules to deliver customer service

Optional Units

Learners will need to take at least 1 unit from each of the 4 groups named below however the assigned assessor will guide them on the most suitable choices for both the learner and the organisation.

- Impression and Image
- Delivery
- Handling Problems
- Development and Improvement

Learners will build a folder of work either electronically or paper based working alongside an assessor who visits them in the workplace. This is a purely competence based qualification and as such proves that they are capable of performing in their chosen job role and no exams are required.

Requirements

The Customer Service qualifications are for people in customer-facing roles who want to boost their skills. Level 2 focuses on problem solving, developing good customer service and supporting new improvements in customer service in that respect the following will help decide if the qualification is suitable.

1. The learner must be in a role that involves contact with both internal and external customers.
2. The learner must know which products and services their company offers.
3. The learner must know the standards of behaviour that are expected of them by their organisation.
4. The learner must have defined limits of authority.
5. The learner must be willing to develop their customer service skills and be committed to gaining the qualification.
6. Whilst not essential, it would be beneficial if the learner had access to the Internet if using the electronic portfolio system.
7. The learner must have access to written policies for example on performance, grievance and health and safety.
8. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the award and provide the necessary support and time to complete it.

It would also benefit the learner if another member of staff was also undertaking the same QCF.

Day One "Shopping List"

On day one it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates relevant to Customer Service including internal workshops and courses

Company Information:

- Company Mission Statement
- Copy of Company Health and Safety Policy
- Company Structure or Organisation Chart
- List of products and services provided by your company or brochure/portfolio

The learner may need assistance in compiling this and where more than one learner from your organisation is completing the qualification each one will need a separate copy of the above.