



APPRENTICESHIP

Diploma in Customer Service

Level 2

2



Qualification Overview

The Diploma in Customer Service is 45 credits at Qualifications and Credit Framework (QCF) Level 2.

- 1) **19 credits** from **MANDATORY GROUP A**
- 2) A **minimum of 3 credits** from **OPTIONAL GROUP B**
- 3) A **minimum of 16 credits** from **OPTIONAL GROUP C**
- 4) A **maximum of 7 credits** from **OPTIONAL GROUP D**

Mandatory Units (total of 31 credits)	Credit Value
Deliver Customer Service	5
Understand Customers (knowledge)	2
Principles of Customer Service (knowledge)	4
Understand Employer Organisations (knowledge)	4
Manage Personal Performance and Development	4

Optional Units (total of 26 credits required)

Apprentices will select units, with their Training Advisor and Line Manager, from the following Optional Groups that are appropriate to their role and responsibilities to meet the requirements of the remainder of the 26 credits.

Optional Group B Title	Credit Value	Level
Communicate verbally with customers	3	2

Communicate with customers in writing	3	2
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Optional Group C Title	Credit Value	Level
Deal with incoming telephone calls from customers	3	2
Make telephone calls to customers	3	2
Promote additional products and/or services to customers	2	2
Process information about customers	3	2
Exceed customer expectations	3	2
Deliver customer service whilst working on customer's premises	4	2
Carry out customer service handovers	3	2
Resolve customer service problems	5	2
Deliver customer service to challenging customers	3	2
Develop customer relationships	3	2
Support customer service improvements	3	2
Support customers through real-time online customer service	3	2
Support customers using self-service equipment	3	2

Use social media to deliver customer service	3	2
Provide post-transaction customer service	5	2
Resolve customers' complaints	4	3
Gather, analyse and interpret customer feedback	5	3

Optional Group D Title	Credit Value	Level
Health and safety procedures in the workplace	2	2
Manage diary systems	2	2
Provide reception services	3	2
Contribute to the organisation of an event	3	2
Buddy a colleague to develop their skills	3	2
Employee rights and responsibilities	2	2
Develop working relationships with colleagues	3	2
Principles of equality and diversity in the workplace	2	2
Processing sales orders	2	2
Meeting customers' after sales needs	3	2
Handling objections and closing sales	3	2

Deal with incidents through a contact centre	7	2
Carry out direct sales activities in a contact centre	5	2
Negotiate in a business environment	4	3
Bespoke Software	3	2

Delivery Overview

The Diploma in Customer Service at Level 2 is delivered over 8 months and comprises of virtual 1-2-1 sessions. Three of the units will be completed through assignments or the learner has the option of an online multiple-choice test. These options will be discussed with the Learner and Line Manager.

Where this schedule refers to a visit, these will be an opportunity to review progress with the Learner and their Line Manager virtually using a suitable communication platform, for the purpose of the schedule we have referred to this as 'Teams'. Dates will be agreed with the Learner's Line Manager and the Learner in line with the individual needs of the Learner and Welsh Government funding compliance rules.

Please contact us for more information:

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Email: info@alstraining.org.uk

Visit our website www.alstraining.org.uk for a comprehensive list of our training services

Already bilingual?

If you are Welsh speaking you will undertake your learning bilingually. In practice this means that you can choose the elements of your learning that you would like to complete through the medium of Welsh. You will be able to discuss your particular preferences with your assessor.

Have any questions about Welsh Language Development?

We are here to help. If you have any further questions or enquiries about the Welsh Development element of the programme, please contact our Welsh Development Manager:

Non Wilshaw

Welsh Development Manager

nonwilshaw@acttraining.org.uk