

City & Guilds Level 2 Diploma for Customer Service Practitioners

Qualification Reference: 603/2394/2

Course Offer

The role of a customer service practitioner is to deliver high quality products and services to the customers of your organisation. Your core responsibility will be to provide high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customers' own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet and greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organization type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face to face, telephone, post, email, text and social media.

- The course is available through electronic learning.
- The average course is approximately 12 months: however, your own length of learning will be individually agreed.
- The maximum number of workplace visits will be one visit per calendar month.

Achievement

To achieve the full qualification, you must achieve all mandatory units plus one option from the list below:

MANDATORY UNITS	
201	Developing self to achieve targets and goals
202	Recognition of regulations and legislation within own organisation
203	Principles of business
204	Contribute to a customer focused experience
205	Provide customer service
206	Manage customer expectations
OPTIONAL UNITS	

207	Working in a sales environment
208	Working in an administrative environment
209	Working in a contact centre environment
210	Customer service principles
211	Working in a retail environment
212	Social media in a work environment
213	Fundamentals of marketing

Summary of assessment methods, you must:

- Have a completed portfolio of evidence for each mandatory unit (201 – 206)
and
- Successfully completed one online multiple-choice test for optional unit 210 or a portfolio of evidence for one unit from 207 - 209 or 211 – 213.