

<b>Qualification title:</b>	OCR Level 2 NVQ Certificate in Customer Service		
<b>Qualification number:</b>	500/8625/X	<b>Credit value:</b>	28
<b>An overview of this qualification</b>	<ul style="list-style-type: none"> <li>• The OCR Level 2 NVQ Certificate in Customer Service allows you to evidence the key skills, knowledge and competence that employers would expect of someone operating in a Customer Service job role that involves a diverse range of functions.</li> <li>• It is a competence qualification that supports you in confirming that you are competent in a specific customer service role. You will develop a portfolio of evidence that meets the assessment criteria in your chosen units. The units encompass a range of competencies from the customer service sector allowing you to contextualise the qualification to your own role.</li> <li>• You will complete: <ul style="list-style-type: none"> <li>○ two mandatory units covering: communicating using customer service language and following the rules to deliver customer service.</li> <li>○ optional units that allow for contextualisation to the requirements of your individual job role. These include: giving customers a positive impression of yourself and your organisation, processing information about customers, dealing with customers face-to-face, on the phone or in writing and promoting additional services or products to customers.</li> </ul> </li> <li>• Each unit within the qualification has a credit size allocated. You must achieve 28 credits in total consisting of 8 credits from the mandatory units and 20 from the optional units.</li> <li>• Minimum amount of vocational learning = 28 credits</li> <li>• Maximum amount of vocational learning = 28 credits</li> </ul>		
<b>Entry requirements</b>	There are no formal entry requirements and there is no need for you to have completed any lower level qualifications beforehand. However, it is anticipated that you will have experience of delivering customer service in the workplace.		
<b>Age restrictions</b>	This qualification is for learners aged pre-16 and over.		
<b>Is this qualification right for me?</b>	<p>This Level 2 certificate size qualification recognises the skills, knowledge and competence needed if you work in a customer service role that involves a diverse range of functions, tasks and activities that are constantly developing and changing.</p> <p>The primary purpose of this qualification is to confirm that you are competent in a specific job role. It will enable you to undertake a learning programme to confirm that you are competent in a specific customer</p>		

	<p>service role. It targets the key skills, knowledge and competence that employers would expect of someone operating in a role with Customer Service as a focus.</p> <p>The OCR Level 2 NVQ Certificate in Customer Service sits within a suite of Customer Service NVQ qualifications that allow for natural progression from Level 1 to Level 4. The qualifications also come in different sizes:</p> <ul style="list-style-type: none"> <li>• Certificates allow you to evidence a <b>range</b> of skills, knowledge and competence relevant to your role</li> <li>• Diplomas allow you to evidence a <b>breadth</b> of skills, knowledge and competence relevant to your role</li> </ul> <p>This specific size, type and level of qualification might be right for you if you:</p> <ul style="list-style-type: none"> <li>• would like a longer course of 192 guided learning hours (GLH)</li> <li>• have previously studied qualifications at Level 1</li> <li>• are unable to study for a larger qualification such as a Diploma</li> <li>• would like a course that can be tailored to your specific requirements</li> <li>• would like to confirm that you are competent in a specific Customer Service role</li> <li>• are studying for career development and are already in employment</li> <li>• wish to gain a Level 2 qualification to support further study in Further Education (FE) or Higher Education (HE) in any other sector or subject area.</li> </ul>
<p><b>How could I progress from this qualification?</b></p>	<p>The primary purpose of this qualification is to confirm that you are competent in a specific job role such as:</p> <ul style="list-style-type: none"> <li>• Customer Service Assistant</li> <li>• Business Centre Agent</li> <li>• Receptionist</li> <li>• Customer Service Representative</li> <li>• Customer Support Officer</li> <li>• Retail Sales Assistant</li> </ul> <p>You may want to take the OCR Level 2 NVQ Certificate in Customer Service if you are seeking employment, progression or self-development in the customer service sector.</p> <p>Achievement of this qualification allows you to evidence the knowledge, skills and competence that are truly pertinent to your role and, where relevant, the organisation in which you work. The choice of units enables you to match the qualification to the needs of your own, specific customer service-related role.</p> <p>Alternatively, this qualification supports progression to further learning.</p>

	<p>You could progress to other qualifications suitable to your level of experience and autonomy, such as the:</p> <ul style="list-style-type: none"> <li>• <a href="#">OCR Level 3 NVQ Diploma in Customer Service</a> (QCF) - Competence Qualification</li> <li>• <a href="#">OCR Level 3 Certificate in Principles of Customer Service</a> (QCF) – Knowledge Qualification</li> </ul>
<b>Support</b>	<p>This qualification was developed in conjunction with Skills CfA, the Sector Body for Customer Service.</p> <p>The following employers directly support this qualification, recognising it as valuable for their employees:</p> <p>Birmingham City University          McKechnies          Fayair          Phoenix Hair          Kings College Hospital          Carlisle City Council</p>
<b>Further information</b>	<p>To find out more about the OCR Level 2 NVQ Certificate in Customer Service please refer to the Centre Handbook available on the OCR website: <a href="http://www.ocr.org.uk/Images/81925-centre-handbook.pdf">http://www.ocr.org.uk/Images/81925-centre-handbook.pdf</a></p> <p>If you have any other queries please contact:  <a href="mailto:vocational.qualifications@ocr.org.uk">vocational.qualifications@ocr.org.uk</a></p>
<b>About us</b>	<p>OCR is a leading UK awarding body. We provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes.</p> <p>Our general and vocational qualifications equip learners with the knowledge and skills they need for their future, helping them achieve their full potential.</p>