

Qualification title:	OCR Level 2 Diploma in Customer Service		
Qualification number:	601/3432/X	Credit value:	45
An overview of this qualification	<ul style="list-style-type: none"> • The OCR Level 2 Diploma in Customer Service allows you to evidence the key knowledge, competence and skills that employers would expect of someone operating in a role with customer service as a key focus. It is appropriate for you if you work in a customer service role that involves a diverse range of functions, tasks and activities that are constantly developing and changing. • It contains both knowledge units and competence units in a single qualification, supporting you to evidence knowledge of, and competence in, a customer service job role. You will develop a portfolio of evidence that meets the assessment criteria in your chosen units. The units encompass a broad range of competencies from the customer service sector allowing you to contextualise the qualification to your own role. • You will complete: <ul style="list-style-type: none"> ○ five mandatory units, three of which are knowledge units and two competence units. These cover: delivering customer service, understanding customers, principles of customer service, understanding employer organisations and managing personal performance and development. ○ optional units that you can match to the needs of your specific job role. These include: communicating with customers verbally or in writing, dealing with customers on the telephone, processing information about customers, carrying out customer service handovers and supporting customer service improvements. • Each unit within the qualification has a credit size allocated. You must achieve 45 credits in total consisting of 19 credits from the mandatory units and 26 from the optional units. • Minimum amount of vocational learning = 45 credits • Maximum amount of vocational learning = 45 credits 		
Entry requirements	There are no formal entry requirements and there is no need for you to have completed any other qualifications beforehand. However, it is anticipated that you will have experience of delivering customer service in a work setting.		
Age restrictions	This qualification is intended for learners aged 16 years and over.		
Is this qualification right for me?	This Level 2 diploma size qualification assesses your understanding of customers and the principles of customer service. It recognises the knowledge, competence and skills 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. You may already be in employment and want to increase your skills and knowledge without the		

	<p>additional requirements of the Apprenticeship Framework and therefore may choose to complete the qualification outside of the Apprenticeship framework.</p> <p>The primary purpose of this qualification is to confirm that you are competent in a specific job role. This qualification will enable you to undertake a learning programme to confirm competence in, a customer service job role. It targets the key knowledge, competence and skills that employers would expect of someone operating in a role with customer service as a focus.</p> <p>The OCR Level 2 Diploma in Customer Service sits within a suite of Customer Service qualifications that allow for natural progression from Level 1 to Level 4. The qualifications at Levels 1-3 contain a number of specific knowledge only units along with competence units, with the Level 4 NVQ qualification containing only competence units.</p> <p>The qualifications also come in different sizes:</p> <ul style="list-style-type: none"> • Certificates allow you to evidence a range of skills, knowledge and competence relevant to your role • Diplomas allow you to evidence a breadth of skills, knowledge and competence relevant to your role <p>This specific size, type and level of qualification might be right for you if you:</p> <ul style="list-style-type: none"> • would like a longer course of 245 guided learning hours (GLH) • would like a course that can be tailored to your specific requirements • would like to confirm that you are competent in a specific Customer Service role • have previously studied a Level 1 qualification • are employed and would like to confirm competence in your specific job role • wish to gain a Level 2 qualification to support further study in Further Education (FE) in any other sector or subject area.
<p>How could I progress from this qualification?</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"> • Customer Service Assistant • Business Centre Agent • Receptionist • Customer Service Representative • Customer Support Officer • Retail Sales Assistant. <p>You may want to take the OCR Level 2 Diploma in Customer Service if you are seeking employment, progression or self-development in the customer</p>

	<p>service sector and you want to gain the skills, knowledge and competence for this.</p> <p>Achievement of this qualification allows you to evidence the knowledge, competence and skills that are relevant to your own, specific customer service role. The choice of units allows you to contextualise the qualification to the needs of this role.</p> <p>Alternatively, this qualification supports progression to further learning. You could progress to other qualifications suitable to your level of experience and autonomy, such as the:</p> <ul style="list-style-type: none"> • OCR Level 3 Diploma in Customer Service (QCF) – Combined knowledge and competence qualification • OCR Level 3 NVQ Diploma in Customer Service (QCF) - Competence only qualification • OCR Level 3 Certificate in Principles of Customer Service (QCF) – Knowledge only qualification.
<p>Support</p>	<p>A number of employers from across the Customer Service sector were involved in consultations with Skills CfA when developing this qualification.</p> <p>In addition, the following employers directly support OCR’s qualification, recognising it as valuable for their employees:</p> <p>Centenary Lounge Lincolnshire county Council McKechnies Fayair BaxterStorey Ltd Acorn Childcare Little Oaks St Katherines Cathedral Stance Security</p>
<p>Further information</p>	<p>To find out more about the OCR Level 2 Diploma in Customer Service please refer to the Centre Handbook available on the OCR website: http://www.ocr.org.uk/Images/176729-centre-handbook.pdf</p> <p>If you have any other queries please contact: vocational.qualifications@ocr.org.uk</p>
<p>About us</p>	<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>