

## Mapping between the Level 2 Certificate in Principles of Customer Service and the Level 2 NVQ Certificate in Customer Service

|   |     | Level 2 Certificate in Principles of Customer Service – Unit 1 |     |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|---|-----|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|--|
|   |     | LO1  |     |     |     |     | LO2 |     |     |     | LO3 |     |     |     |     |     |  |  |
|   |     | 1.1  | 1.2 | 1.3 | 1.4 | 1.5 | 2.1 | 2.2 | 2.3 | 2.4 | 3.1 | 3.2 | 3.3 | 3.4 | 3.5 | 3.6 |  |  |
| Level 2 NVQ Certificate in Customer Service – F01 | LO1 | 1.1  | X   | X   |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 1.2 P  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 1.3 P  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   | LO2 | 2.1  |     |     |     |     | X   |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 2.2 P  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 2.3  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   | LO3 | 3.1  | X   |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 3.2  |     |     |     |     | X   |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 3.3  |     |     | X   |     | X   |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 3.4  |     |     |     |     |     |     |     |     |     |     |     | X   |     |     |  |  |
|   |     | 3.5  |     |     |     |     |     |     |     |     |     |     | X   |     |     |     |  |  |
|   |     | 3.6  |     |     |     |     |     | X   |     |     |     |     |     |     |     |     |  |  |
|   |     | 3.7  |     |     |     |     |     |     |     |     | X   |     |     |     |     |     |  |  |
|   |     | 3.8  |     | X   |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
|   |     | 3.9  |     | X   |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
| 3.10  |     |  |     | X   | X   |     |     |     |     | X   |     |     |     |     |     |     |  |  |
| 3.11  |     |  |     |     |     |     |     |     |     |     | X   |     |     |     |     |     |  |  |
| 3.12  |     |  |     |     |     |     |     |     |     |     |     | X   |     |     |     |     |  |  |
| 3.13 P  |     |  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |  |  |
| 3.14  |     |  |     |     |     |     |     |     |     |     |     |     |     | X   | X   |     |  |  |
| 3.15  |     |  |     | X   |     |     |     |     | X   |     |     |     |     |     |     |     |  |  |

P= performance evidence required

|     |       | Level 2 Certificate in Principles of Customer Service – Unit 2 |     |     |     |     |     |     |
|-----|-------|--|-----|-----|-----|-----|-----|-----|
|     |       | LO1  |     |     | LO2 |     |     |     |
|     |       | 1.1  | 1.2 | 1.3 | 2.1 | 2.2 | 2.3 | 2.4 |
| LO1 | 1.1 P |  |     |     |     |     |     |     |
|     | 1.2 P |  |     |     |     |     |     |     |
|     | 1.3 P |  |     |     |     |     |     |     |
|     | 1.4 P |  |     |     |     |     |     |     |
|     | 1.5 P |  |     |     |     |     |     |     |
| LO2 | 2.1   | X  | X   |     |     |     |     |     |
|     | 2.2   |  |     | X   |     |     |     |     |
|     | 2.3   |  |     | X   |     |     |     |     |
|     | 2.4   |  |     |     | X   | X   | X   |     |
|     | 2.5   |  |     |     | X   | X   | X   |     |
|     | 2.6   |  |     |     | X   | X   | X   |     |
|     | 2.7   |  |     |     | X   | X   | X   |     |
|     | 2.8   |  |     |     | X   | X   | X   |     |
|     | 2.9   |  |     |     |     | X   | X   |     |
|     | 2.10  |  |     |     | X   |     |     | X   |

P = performance evidence required

|     |        | Level 2 Certificate in Principles of Customer Service – Unit 3 |     |     |     |     |     |
|-----|--------|--|-----|-----|-----|-----|-----|
|     |        | LO1  |     | LO2 |     | LO3 |     |
|     |        | 1.1  | 1.2 | 2.1 | 2.2 | 3.1 | 3.2 |
| LO1 | 1.1 P  |  |     |     |     |     |     |
|     | 1.2 P  |  |     |     |     |     |     |
|     | 1.3 P  |  |     |     |     |     |     |
|     | 1.4 P  |  |     |     |     |     |     |
|     | 1.5 P  |  |     |     |     |     |     |
|     | 1.6 P  |  |     |     |     |     |     |
|     | 1.7 P  |  |     |     |     |     |     |
|     | 1.8 P  |  |     |     |     |     |     |
|     | 1.9 P  |  |     |     |     |     |     |
|     | 1.10 P |  |     |     |     |     |     |
| LO2 | 2.1    | X  |     |     |     |     |     |
|     | 2.2    | X  |     |     |     |     |     |
|     | 2.3    | X  |     |     |     |     |     |
|     | 2.4    | X  |     |     |     |     |     |
|     | 2.5    |  |     | X   |     |     |     |
|     | 2.6    |  | X   |     | X   |     |     |
|     | 2.7    |  |     | X   |     |     |     |
|     | 2.8    |  |     | X   |     |     |     |
|     | 2.9    |  |     | X   | X   |     |     |
|     | 2.10   | X  | X   | X   | X   |     |     |
|     | 2.11   |  |     | X   | X   |     |     |
|     | 2.12   |  |     |     |     |     | X   |

P = performance evidence required