

# Customer Service

Level 2 (05941)

Level 3 (05942)

## Level 2 Units

Unit 1 Preparing to deliver customer service

Unit 2 Delivering customer service

## Level 3 Units

Unit 1 Improving customer service delivery

Unit 2 Developing customer service

## Introduction

The **Level 2 Certificate in Customer Service (05941)** has been developed to recognise candidates' understanding of customer service and their level of interpersonal skills when dealing with routine customer service issues. The qualification provides accreditation for the full breadth of essential knowledge and understanding that would be needed by a competent employee functioning in a customer service role. It also provides accreditation for the interpersonal skills identified as critical for anyone working, or intending to work, within a customer service environment whether their job role involves direct or indirect contact with external or internal customers. The qualification meets the requirements for a technical certificate in customer service.

Specifically this qualification is suitable for those who are:

- Wishing to prepare for employment in a job that involves customer service
- Starting work in a job that involves customer service and wishing to learn essential knowledge, understanding and skills at the same time as learning the job
- Already experienced in a job involving customer service and wishing to update their knowledge, understanding and skills to improve their customer service performance
- Undertaking the technical certificate

The **Level 3 Certificate in Customer Service (05942)** has been developed to recognise candidates' understanding of customer service when dealing with complex and non-routine customer service issues. The qualification provides accreditation for the full breadth of essential knowledge and understanding that would be needed by a competent employee functioning in a customer service role.

Specifically this qualification is suitable for those who:

- Are already experienced in a job involving customer service and wish to update their knowledge, understanding and skills to improve their customer service performance
- Wish to develop their full potential and/or the potential of others to deliver and improve customer service
- are seeking career progression through jobs involving customer service
- are undertaking or are preparing to undertake, the Level 3 NVQ in Customer Service.

datasheet

It will also be suitable for those who are studying in preparation for employment in job roles where they will be expected to work autonomously in carrying out activities with significant customer service focus.

The qualifications are accredited by QCA at Level 2 and 3 of the National Qualifications Framework. They have been developed to recognise the skills, knowledge and understanding of customer service whether in employment, education or training.

Each qualification contains two units. In order to achieve a Certificate in Customer Service, candidates are required to achieve both units.

## Form of Assessment

**Assessment** takes the form of centre devised tasks/projects for which candidates collate evidence, produce solutions and complete evidence checklists which are centre assessed and postally moderated by OCR.

## What other related OCR qualifications are available?

OCR offers a range of qualifications relevant to Customer Service Certificates:

OCR Level 1, 2, 3 and 4 NVQs in Customer Service

Further details and Data Sheets are available from the OCR Customer Contact Centre.

## Qualification support

The **Centre Handbook** is designed to provide 100% of the resources needed to deliver and mark the candidate's evidence assignments. Centres receive a free copy on centre approval.

Our **website, [www.ocr.org.uk](http://www.ocr.org.uk)**, contains an area dedicated to the support of the Customer Service qualifications, complete with frequently asked questions (FAQs), additional support materials, free downloads, news and updates for centres and additional administrative information.

**OCR runs a regular programme of training workshops** for Tutors and Centre Assessors. These are held throughout the country on a continuous basis. For more details contact the OCR Training and Customer Support Team on 024 76 496398.

A wide range of tutor and candidate resources has been published for OCR qualifications.

If in doubt over any aspect of the syllabus, assessment or administration of this qualification, please feel free to contact OCR's Customer Contact Centre, where staff will endeavour to answer your queries or redirect your call as necessary.

## Fees

Centre Approval      Free

Candidate Entry:    For current fees consult the  
OCR Fees List

The OCR fees booklet (A250), which includes charges for centre evaluation, candidate registration and certification, is available from the OCR Customer Contact Centre.

## What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: **[vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)**; or in writing: **OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.**

A summary of how the approval process works is provided in our **Admin Guide for Vocational Qualifications** (publication ref. code: A850). Our **Fees List** contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website **[www.ocr.org.uk](http://www.ocr.org.uk)**

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OCR customer contact centre

### Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

### General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

### OCR

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377



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