

Level 2 Certificate in Customer Service.

To achieve the Level 2 Apprenticeship in Customer Service, learners must achieve a **minimum of Forty-one credits.**

1. **Eight** credits must be completed from **Group A: Mandatory Units.**
2. A **further twenty** credits from **Groups B to E : Optional units.**
Completing a minimum of one unit from each group.
3. And **thirteen** from the Level 2 Certificate in Customer Service.
4. Together with Key or Functional Skills in English & Maths at Level 1.

All units are assessed by portfolio. (Eleven credits must be achieved from Level 2 optional units).

Group A: Mandatory Units

Unit Code	Unit Title	Level	Unit Credit
CU791	Communicate using Customer Service Language	1	4
CU792	Follow the Rules to deliver Customer Service	2	4

Group B: Optional Units. - Impression & Image. (Examples of some typical units are shown below)

(You must achieve a minimum of 6 credits from this group.)

Unit Code	Unit Title	Level	Unit Credit
CU793	Maintain a positive and customer-friendly attitude.	1	5
CU794	Adapt your behaviour to give a good customer service impression.	1	5
CU795	Communicate effectively with customers	2	5
CU796	Give customers a positive impression of yourself and your organisation	2	5
CU798	Process information about customers	2	5
CU800	Make customer service personal	2	6
CU820	Build a customer service knowledge set.	3	7

Group C: Optional Units. - Delivery. (Examples)

Unit Code	Unit Title	Level	Unit Credit
CU805	Do your job in a customer friendly way.	1	5
CU806	Deliver reliable customer service.	2	5
CU811	Deal with customers using bespoke software.	2	5
CU822	Organise the delivery of reliable customer service	3	6

Group D: Optional Units. - Handling Problems. (Examples)

Unit Code	Unit Title	Level	Unit Credit
CU813	Recognise and deal with customer queries, requests and problems.	1	5
CU815	Resolve customer service problems.	2	6
CU816	Deliver customer service to difficult customers.	2	6

Group E: Optional Units. - Development and Improvement. (Examples)

Unit Code	Unit Title	Level	Unit Credit
CU825	Develop customer relationships.	2	6
CU827	Develop personal performance through delivering customer service.	2	6
CU829	Buddy a colleague to develop their customer service skills	2	5
CU832	Work with others to improve customer service	3	8