

Customer Service

Mapping Level 2

Current Qualification Title:

Pearson BTEC Level 2 Diploma in Customer Service (QCF) (601/3424/0)

Predecessor Qualification Title:

Pearson Edexcel Level 2 NVQ Certificate in Customer Service (QCF)

| Unit Number | Unit Title | Deliver reliable customer service | Deal with incoming telephone calls from customers | Make telephone calls to customers | Go the extra mile in customer service | Deliver customer service on your customer's premises | Maintain customer service through effective handover |
|-------------|---|-----------------------------------|---|-----------------------------------|---------------------------------------|--|--|
| | | (J/601/1210) | (F/601/1223) | (J/601/1224) | (M/601/1220) | (Y/601/1213) | (Y/601/1227) |
| 1 | Deliver Customer Service (A/506/2130) | 3.1, 4.2 | | | | | |
| 8 | Deal with incoming telephone calls from customers (H/506/2154) | | 1.7, 2.1 | | | | |
| 9 | Make Telephone Calls to Customers (K/506/2155) | | | 2.1, 2.2, 3.2, 3.3 | | | |
| 12 | Exceed Customer Expectations (Y/506/2135) | | | | 1.1, 2.2 | | |
| 13 | Deliver customer service whilst working on customers' premises (T/506/2143) | | | | | 2.1, 2.4 | |
| 14 | Carry out customer service handovers (T/506/2157) | | | | | | 1.2 |

| Unit Number | Unit Title | Deliver customer service to difficult customers | Support customers using on-line customer services | Process customer service complaints | Gather, analyse and interpret customer feedback | Support customers using self-service technology |
|-------------|--|---|---|-------------------------------------|---|---|
| | | (T/601/1512) | (H/601/1540) | (D/601/1522) | (H/601/1571) | (Y/601/1549) |
| 16 | Deliver customer service to challenging customers (F/506/2159) | 1.4 | | | | |
| 17 | Develop customer relationships (Y/506/2149) | 2.2 | | | | |
| 19 | Support customers through real-time online customer service (A/506/2161) | | 1.1, 3.1 | | | |
| 21 | Resolve customers' complaints (R/506/2151) | | | 1.2, 1.7 | | |
| 22 | Gather, analyse and interpret customer feedback (D/506/2170) | | | | 1.3, 1.7 | |
| 23 | Support customers using self-service equipment (H/506/2977) | | | | | 2.1 |

No valid and / or sufficient recognition of prior achievement (RPA) opportunities have been identified from the previous Customer Service qualification for the below units and as such, they will need to be fully assessed in accordance with the assessment guidance provided in the specification:

No coverage

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|----|---|----|--|----|--|----|---|
| 2 | Understand customers (F/506/2131) | 11 | Process information about customers (R/506/2134) | 27 | Provide reception services (H/506/1814) | 34 | Meeting customers' after sales needs (R/502/8601) |
| 3 | Principles of customer service (J/506/2132) | 15 | Resolve customer service problems (A/506/2158) | 28 | Contribute to the organisation of an event (L/506/1869) | 35 | Handling objections and closing sales (M/502/8606) |
| 4 | Understand employer organisations (L/506/1788) | 18 | Support customer service improvements (T/506/2160) | 29 | Buddy a colleague to develop their skills (M/506/1895) | 36 | Deal with incidents through a contact centre (K/503/0421) |
| 5 | Manage personal performance and development (L/506/1788) | 20 | Use social media to deliver customer service (J/506/2163) | 30 | Employee rights and responsibilities (L/506/1905) | 37 | Carry out direct sales activities in a contact centre |
| 6 | Communicate Verbally with Customers (D/506/2119) | 24 | Provide post-transaction customer service (K/506/2978) | 31 | Develop working relationships with colleagues (R/506/1789) | 38 | Negotiate in a business environment (H/506/1912) |
| 7 | Communicate with customers in writing (T/506/2126) | 25 | Health and safety procedures in the workplace (T/505/4673) | 32 | Principles of equality and diversity in the workplace (J/506/1806) | 39 | Bespoke software (F/502/4396) |
| 10 | Promote additional products and/or services to customers (L/506/2133) | 26 | Manage diary systems (L/506/1807) | 33 | Processing sales orders (M/502/8587) | | |