

- Customised QCF qualification: proxy form where no specification supplied ^{advancing learning, changing lives}

Qualification:	
Qualification Level	2
Qualification Type	BTEC Certificate
Qualification Sector/Subject Area	Customer Contact
Qualification purpose and rationale	This qualification has been developed as part of the employer recognition project to meet the needs of employers by converting and adapting as necessary the elements of an existing training programme into a QCF qualification. It is designed to meet the needs of employers and learners in the customer service industry.

Qualification Dates	
Qualification Accreditation Start Date	01/11/2008
Qualification Accreditation End Date	31/12/2010
Qualification Operational start date in centres	01/11/2008
Qualification Certification end date	31/12/2012

Age Ranges (yes/no)	
Pre 16, 16-18, 18+, 19+	No
16-18, 18+, 19+	Yes
18+, 19+	Yes
19+	Yes

Qualification Structure	
Total credit value of qualification	17
GLH	120
Rules of combination summary	This qualification consists of six mandatory units. The minimum number of credits required to achieve this qualification is 17.

Units and link to NDAQ:	
K/502/0116	An individual's contribution to an organisation's vision for service http://www.accreditedqualifications.org.uk/unit/K5020116.seo.aspx?OwnerRef=
M/502/0117	Attitude and behaviour for service excellence http://www.accreditedqualifications.org.uk/unit/M5020117.seo.aspx?OwnerRef=
T/502/0118	Use of voice and language to engage and influence customers http://www.accreditedqualifications.org.uk/unit/T5020118.seo.aspx?OwnerRef=
A/502/0119	Techniques for managing and controlling telephone conversations http://www.accreditedqualifications.org.uk/unit/A5020119.seo.aspx?OwnerRef=
M/502/0120	Techniques for building rapport with customers over the telephone http://www.accreditedqualifications.org.uk/unit/M5020120.seo.aspx?OwnerRef=
T/502/0121	Using organisational values to solve problems for customers http://www.accreditedqualifications.org.uk/unit/T5020121.seo.aspx?OwnerRef=

[Title]

Prepared by [Name] · Authorised by [Name] · [Date] · Issue [Issue number]

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Method of assessment: eg NSS,NVQ	Pass only National Standard Sampling (NSS) http://www.edexcel.com/quals/BTEC/delivering/Pages/Assessment.aspx
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Additional requirements	
Detail any requirements other than the award of credit that need to be met before the qualification is awarded	None
List any exemptions for this qualification	None
List any equivalences	None
Other information	None