

## 2.2 OCR Level 2 Diploma in Customer Service

### Rule of combination

To achieve this qualification a candidate must achieve the following:

minimum credit of	45
credit from mandatory Group A	19
minimum credit from optional Group B	3
minimum credit from optional Group C	16
maximum credit from optional Group D	7

There are no equivalencies or exemptions for this qualification.

### Units for Level 2 Diploma in Customer Service

OCR Unit No	Unit title	Unit Reference No (URN)	Credit value	Level	GLH
<b>Group A: Mandatory units</b>					
1	Deliver customer service	A/506/2130	5	2	27
2	Understand customers	F/506/2131	2	2	17
3	Principles of customer service	J/506/2132	4	2	34
4	Understand employer organisations	A/506/1964	4	2	40
5	Manage personal performance and development	L/506/1788	4	2	18
<b>Group B: Optional units</b>					
6	Communicate verbally with customers	D/506/2119	3	2	14
7	Communicate with customers in writing	T/506/2126	3	2	20
<b>Group C: Optional units</b>					
8	Deal with incoming telephone calls from customers	H/506/2154	3	2	16
9	Make telephone calls to customers	K/506/2155	3	2	16
10	Promote additional products and/or services to customers	L/506/2133	2	2	14
11	Process information about customers	R/506/2134	3	2	14
12	Exceed customer expectations	Y/506/2135	3	2	15

13	Deliver customer service whilst working on customers' premises	T/506/2143	4	2	20
14	Carry out customer service handovers	T/506/2157	3	2	15
15	Resolve customer service problems	A/506/2158	5	2	22
16	Deliver customer service to challenging customers	F/506/2159	3	2	16
17	Develop customer relationships	Y/506/2149	3	2	18
18	Support customer service improvements	T/506/2160	3	2	12
19	Support customers through real-time online customer service	A/506/2161	3	2	15
20	Support customers using self-service equipment	H/506/2977	3	2	18
21	Use social media to deliver customer service	J/506/2163	3	2	18
22	Provide post-transaction customer service	K/506/2978	5	2	22
23	Resolve customers' complaints	R/506/2151	4	3	22
24	Gather, analyse and interpret customer feedback	D/506/2170	5	3	24
<b>Optional Group D</b>					
25	Health and safety procedures in the workplace	T/505/4673	2	2	16
26	Manage diary systems	L/506/1807	2	2	12
27	Provide reception services	H/506/1814	3	2	15
28	Contribute to the organisation of an event	L/506/1869	3	2	23
29	Buddy a colleague to develop their skills	M/506/1895	3	2	19
30	Employee rights and responsibilities	L/506/1905	2	2	16
31	Develop working relationships with colleagues	R/506/1789	3	2	19
32	Principles of equality and diversity in the workplace	J/506/1806	2	2	10
33	Processing sales orders	M/502/8587	2	2	17
34	Meeting customers' after sales needs	R/502/8601	3	2	14
35	Handling objections and closing sales	M/502/8606	3	2	22
36	Deal with incidents through a contact centre	K/503/0421	7	2	40
37	Carry out direct sales activities in a contact centre	L/503/0394	5	2	15
38	Negotiate in a business environment	H/506/1912	4	3	18
39	Bespoke software	F/502/4396	3	2	20