

# EDI Level 2 Certificate in Customer Service

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| <b>Qualification Title</b>     | <b>EDI Level 2 Certificate in Customer Service</b>  |
| <b>Qualification Type</b>      | QCF   |
| <b>Level</b>                   | 2   |
| <b>Qualification Overview</b>  | <p>The aim of this qualification is to provide knowledge and understanding which underpins customer service skills and performance.</p> <p>It is suitable for learners who wish to:</p> <ul style="list-style-type: none"> <li>▪ acquire knowledge and understanding relevant to a customer service role</li> <li>▪ progress a career, and need the knowledge and understanding to support that career</li> <li>▪ enter customer service roles in which they will carry out a range of tasks under supervision</li> <li>▪ progress towards a competence based qualification, such as the EDI Level 2 NVQ Certificate in Customer Service or an Apprenticeship.</li> </ul> <p>This qualification is relevant to all occupational areas in which customer service is provided, so may be suitable for learners who are working in, or interested in working in a wide range of different roles.</p> <p>The EDI Level 2 Certificate in Customer Service is a Technical Certificate for the Apprenticeship in Customer Service.</p> |
| <b>Qualification Structure</b> | <p>To complete the EDI Level 2 Certificate in Customer Service learners must complete two mandatory units and achieve thirteen credits.</p> <p>The two units are:</p> <ul style="list-style-type: none"> <li>▪ <b>CT179 - Delivery of Effective Customer Service</b></li> <li>▪ <b>CU854 - Supporting the Customer Service Environment</b></li> </ul>   |
| <b>Assessment Method</b>       | <ul style="list-style-type: none"> <li>▪ CT179 is assessed through a multiple choice paper</li> <li>▪ CU854 is assessed by learners completing a workbook task. The workbook is set by EDI, marked by the centre and externally moderated by EDI.</li> </ul>  |
| <b>Additional Information</b>  | The workbook task is available on the EDI website to registered centres   |

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| <b>EDI Qualification Number</b>                        | CTVCS2   |
| <b>QCA Accreditation Number/LAD Reference</b>          | 500/9235/2   |
| <b>Guided Learning Hours</b>                           | 115  |
| <b>Accreditation Start Date</b>                        | 1 August 2010  |
| <b>Accreditation End Date</b>                          | 31 Jul 2012  |
| <b>Certification End Date</b>                          | 31 July 2014   |
| <b>Age Ranges</b>                                      | 16-18, 18+, 19+  |
| <b>Is this qualification eligible for LSC funding?</b> | Yes  |
| <b>Available Online</b>                                | Yes  |
| <b>Multiple Choice</b>                                 | Yes, one of the two qualifications is assessed through multiple choice   |
| <b>Technical Certificate</b>                           | Yes  |
| <b>Support Materials Available</b>                     | <ul style="list-style-type: none"> <li>▪ A Specification is available to download from the EDI website</li> <li>▪ A Support Pack is available to centres approved to deliver this qualification</li> </ul> |
| <b>Information Sheet Issue Date</b>                    | 14 July 2010   |