# Qualification Guide

## OCNLR Level 2 Certificate in Principles of Customer Service


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# OCN London Qualification Guide

**OCNLR Level 2 Certificate in Principles of Customer Service**
Qualification No: 600/9593/3

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness. We are proud of our long-term role and unique history in providing innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

At the heart of what OCN London offers is:

- a commitment to inclusive credit-based learning;
- the creative use of credit with responsive, demand-led qualification development;
- high quality service and support;
- respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- the development of people, capacity and resources that will ensure effective business partnerships.

**To navigate within this Qualification Guide**

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## General Information

This qualification guide contains details of everything you need to know about the **OCNLR Level 2 Certificate in Principles of Customer Service.** It makes reference to the curriculum areas covered and identifies the learners for whom the qualification has been developed. The guide also covers important aspects of assessment and moderation that are particular to the qualification. The guide should be used by all involved in the delivery and assessment of the qualification. The Account Manager for your Centre will provide support and advice on how to seek approval to offer the qualification.

If you are not yet an OCN London Approved Centre but wish to use this qualification, then please contact us on **enquiries@ocnlondon.org.uk** for details of the Centre Approval application process.

# Qualification Overview

The **OCNLR Level 2 Certificate in Principles of Customer Service** qualification has been developed to support people working in a customer service role in a range of different situations and settings. The qualification is made up of three units that together provide a basic knowledge and understanding of the principles and practices that underlie effective customer service.

The qualification also provides an opportunity for learners to focus on the interpersonal skills that are important for anyone working, or intending to work, within a customer service environment whether their work involves direct or indirect contact with external or internal customers.

The **OCNLR Level 2 Certificate in Principles of Customer Service** qualification is regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

## Qualification details

This Qualification is available at this level only.

## Level 2 Certificate

- Qualification Number: 600/9593/3
- Qualification credit value: 13
- Operational start date: 1st July 2013
- Review date: 28th November 2026
- Total Qualification Time (TQT): 130
- Guided Learning Hours (GLH): 93
- Assessment requirements: internally assessed, internally and externally moderated

## Purpose of the qualification

The purpose of the **OCNLR Level 2 Certificate in Principles of Customer Service** qualification is to provide the overarching knowledge and understanding required to enable an employee functioning in a customer service role to become competent and effective.

## Who the qualification is for

The **OCNLR Level 2 Certificate in Principles of Customer Service** qualification is suitable for people who are:

- considering taking up employment in a job that involves customer service or who have just begun working in such a role and who wish acquire the relevant knowledge, understanding and skills;
- already experienced in a job involving customer service and want to update their knowledge, understanding and skills in order to improve their customer service performance;

- returning to work or changing their job role to one which involves customer service.

## Entry guidance

There is no minimum age for access to the qualification.

## Progression and related qualifications

Successful completion of the **OCNLR Level 2 Certificate in Principles of Customer Service** would provide good evidence in a learner's portfolio when seeking employment in a customer service role.

# Structure of the qualification

## Rules of combination for achievement

The **OCNLR Level 2 Certificate in Principles of Customer Service qualification** comprises 3 mandatory units. Learners must achieve 13 credits in total, 9 being at Level 2.

## Qualification units

| Ofqual Unit Reference Number | OCNLR Unit Code | Unit Title | Level | Credit Value | GLH |
|---|---|---|---|---|---|
| **Mandatory** | | | | | |
| R/502/9652 | BA3/1/LQ/002 | Understand the principles of customer service | 1 | 4 | 30 |
| D/502/9654 | BA3/2/LQ/001 | Understand the use of communication in customer service | 2 | 5 | 33 |
| Y/502/9653 | BA3/2/LQ/002 | Understand the rules of customer service | 2 | 4 | 30 |

***For unit content please click the Ofqual Unit Reference Number***

# Assessment and Moderation

## Assessment process

The assessment process for this qualification is as follows:

- The learners are assessed through activities that are internally set by tutor assessors;
- The activities must be designed to enable learners to meet the assessment criteria of the unit;
- Learners' portfolios of assessed evidence must be internally moderated at the Centre;
- The portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for this qualification.

## Devising assessments

Each unit has a supplementary page with information on the types of assessment activities that can (indicated as 'Optional' or 'O') and/or must (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in this qualification is in the 'OCNLR Assessment Guidance and Ofqual Level Descriptors' section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

## Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Assessors need to ensure that the work in a learner's portfolio is:

- Authentic – it is the result of the learner's own performance or activity;
- Sufficient – enabling the assessor to make a consistent and reliable judgement;
- Adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All of the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

## Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards in relation to assessment. It:

- compares assessment judgements from different tutor/assessors;
- promotes consistent judgements by different tutor/assessors;
- identifies good practice in assessment;
- promotes the sharing of good practice in assessment between centre staff.

Standardisation events should be held periodically within centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering units from this qualification must contribute assessment materials and learners' evidence for standardisation, if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor feedback may be collected by External Moderators.

## Learners with particular requirements

If learners have particular requirements the Centre should refer to the 'Access to Fair Assessment Policy and Procedure' which can be found on our website at: Access to Fair Assessment Policy and Procedure and gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

## Requirements for tutor/assessors

**To be sufficiently competent**

In addition to being qualified to make assessment decisions, each assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the assessor.

**To be sufficiently knowledgeable**

Each assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

## Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptor relevant to this qualification, please click on the link below.

Level 2 Assessment Guidance and Ofqual's Level Descriptors

OCN London

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