



Customer Service Level 2 (VTQ)

QUALIFICATION SPECIFICATION

QUALIFICATION NUMBER: PRO/150/CSL2

This Qualification is Endorsed by an Awarding Organisation Regulated by Ofqual



Endorsed, CPD Certified and ISO Standards

All ProTrainings classroom and online qualifications are endorsed through an Awarding Organisation Regulated by Ofqual, through the Skills for Care Scheme with the highest level of recognition and are approved through the CPD Standards services for CPD certification.

ProTrainings: Additional quality at an affordable price.



This is the highest standard of recognised endorsement and only organisations who have a proven history of continued success in making a difference in the training industry can be awarded the Centre of Excellence endorsement. ProTrainings proudly announce that we have received this endorsement for continuous professional training delivery.

As a recognised Skills for Care provider who is already endorsed for delivering training through digital e-learning, classroom and blended formats, this enhanced Centre of Excellence endorsement will take our credibility and quality of training to an advanced state of recognition. But what does this new Centre of Excellence endorsement mean?

The Centre of Excellence status means that we have been able to consistently demonstrate exemplary commitment to meeting the needs of learners in the adult social care sector. This meant we needed to comply with the social model of care and be able to measure the impact of provision on the lives of people who use these services.

We embarked on this provision to prove how consistent ProTrainings services are, to test whether we are meeting a high standard, to evolve, adapt and improve our provision and to place ourselves amongst a small selection of companies who are a Skills for Care Centre of Excellence.

Gaining this accolade has resulted in receiving a designation as a 'Centre of Excellence in Adult Social Care and Learning and Development' and we do not plan on stopping our standards here. We will continue to offer the finest services so that lives are rewarded through the training and services we provide.

ProTrainings Europe Limited

Specification Overview



Introduction

Qualifications Specifications

Introduction to Customer Service Level 2 (VTQ)

Qualification Delivery

Entry Requirements

Progression

Requirements to teach Customer Service Level 2 (VTQ)

Certification

Learner Access

Complaints

Course Summary

Learning Outcomes

CPD Certification

Useful Websites

Introduction

Welcome to **ProTrainings Europe Limited**.

ProTrainings EU is a certifying organisation recognised for providing training and qualifications in England, UK and across the globe.

ProTrainings EU offer qualifications designed in-house and qualifications which are regulated by Ofqual through TQUK and FutureQuals. Our qualifications are carefully designed to meet industry standards and regulatory requirements giving every learner or user confidence that training meets HSE, Ofqual, UK & EU Resuscitation Council, Skills for Health, Ofsted and Skills for Care training standards.

Our unique approach to training delivery is designed to accommodate learning styles in all their forms, including online, classroom and blended formats. Our variety of delivery methods have been a preferred choice for many learners who require training through general interest and as part of their profession. Our training has been comprehensively designed to meet standards that fall within the boundaries of qualifications overseen by awarding organisations.

ProTrainings high standards include a robust training approach that meets strict specifications, quality assurance requirements and qualification standards. As a result of implementing a comprehensive quality assurance process, ProTrainings online and classroom courses have been CPD certified, endorsed through The Skills for Care Scheme (ProTrainings being the first organisation gaining approval for classroom and online training in the United Kingdom) and we have surpassed an external audit by being approved for ISO45001 : 2018 and ISO9001 : 2015 for maintaining high organisational standards.

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

For more information please visit www.ProTrainings.uk for news, updates and information on a variety of qualifications spanning into the Health & Safety industry, First Aid world, Pet First Aid environment and Health & Social Care sector.

Qualifications Specifications

ProTrainings EU offer policies and guidelines for centres, organisations and individuals through this specification. Information in this specification will include the course curriculum, learning outcomes, units and general guidelines on how the course is delivered.

We aim to support our centres by providing guidance in this specification for a better understanding on how our courses are delivered and processed.

Our specifications document can be accessed on our website at www.ProTrainings.uk along with other specifications for respective qualifications listed under each sub-heading.

For more information please use our online chat service or contact our office on 01206 805 359. Alternatively, please email our support department at support@protrainings.uk or compliance department at compliance@protrainings.uk.

Introduction to Customer Service Level 2 (VTQ)

Good customer service is often at the heart of an organisations philosophy especially as it applies to most businesses in one form or another.

This qualification will focus on what good customer service is, especially as we know it generally makes the workplace a more productive and enriching environment wor work in. Customer service training can also increase working relationships between employees, consumers and the organisation's management.

Our Customer Service Level 2 (VTQ) qualification is suitable for learners wishing to improve their knowledge of the importance of customer service, including how to satisfy customers' expectations. It is designed for learners who deal with customers on a daily basis as part of their job role.

The course includes different scenarios to give examples of how situations get out of hand and how they can be resolved.

The content of this and all our courses has been independently certified as conforming to universally accepted Continuous Professional Development (CPD) guidelines and come with a Certified CPD Statement as well as a ProTrainings Certificate and for online courses an Evidence-Based Learning statement.

Qualification Delivery

Guided Learning Hours (GLH): These hours are made up of real-time contact time, guidance or supervision of a learner by an instructor, supervisor, tutor or trainer.

GLH for this qualification is 4-6

Total Qualification Time (TQT): This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of attainment necessary for the award of the qualification i.e. to achieve all learning outcomes.

TQT for this qualification is 7

Our Customer Service Level 2 (VTQ) course is taught over a full day and may include practical and theoretical assessments.

Entry Requirements

There are no specific entry requirements however, learners should have a minimum of Level 2 in literacy, numeracy or equivalent. This qualification is suitable for learners aged 14 years and above.

Similar Qualifications

Successful learners may also be interested in:

- Appraisal Skills (VTQ)
- Complaint Handling (VTQ)
- Conflict Management Level 2 (VTQ)
- Data Protection and GDPR Level 2 (VTQ)
- Equality and Diversity Training

Requirements to teach Customer Service Level 2 (VTQ)

Approval to deliver this course is sanctioned by ProTrainings Europe Limited only.

Instructors must hold the relevant qualifications, experience and occupational competence to qualify for approval. A detailed portfolio providing descriptive dates, CPD log and meeting/passing IQA reviews is required for approval.

Supporting evidence which clearly outlines where instructors qualify to teach this course must be emailed to our compliance manager at compliance@protrainings.uk.

Certification

This qualification is overseen by our compliance department and all courses undergo a robust internal quality assurance review prior to certification.

A desktop-review and site visit will form part of our evaluation.

Paperwork should be marked and assessed by the approved instructor/centre and uploaded to our online management suite following successful completion of the course. Courses should be passed within 5 working days after the course has been taught.

Learner Access

ProTrainings offer highly sophisticated and supportive services to successful learners who complete online, classroom and blended training. Our online system offers the learner a uniquely designed portal where there is access to a free student manual, CPD credit statement, evidence-based learning document, optional weekly refresher videos and an area for downloadable content with a cohort of supporting evidence relevant to the qualification the learner completes.

ProTrainings after service adds clarity to teaching, promotes continuous learning and encourages learners to revisit and revise subjects they have been taught.

Complaints - Scope of Complaints Procedure: The procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by the Centre
- Delivery (or lack of delivery) of support services provided by the Centre including administration of fees, enrolment processes, Centre accommodation, health and safety and learner resource services
- Unacceptable actions or behaviour by Centre staff and/or other learners in the Centre

How to complain

Complaints should initially be made in writing to the Head of Centre or to your designated tutor. This can be completed using your student login for www.ProTrainings.uk

Support can be made available for all those involved in a complaint including:

- Representation: parent, guardian, friend or supporter
- Help with completing the written complaint
- Induction will provide further details regarding this process.

Customer Service Level 2 (VTQ)

PRO/150/CSL2

Course Overview

- Understand the principles of customer service
- Understand how customer needs and expectations are formed
- Know the interpersonal skills and appropriate behaviour required in the customer service environment
- Understand the principles of responding to customers' problems or complaints



Learning Outcomes - PRO/150/CSL2

These learning outcomes are mapped to meet a Customer Service Level 2 (VTQ) qualification. Each learning outcome presents a knowledge, skill or assessment to help students understand the curriculum in finer detail.

Learning Outcomes (LO) The learner will:	LO
UNIT	
Understand the principles of customer service	LO1
Identify the purpose of customer service	1.1
Describe how customer service affects the success of an organisation	1.2
Identify the different types of customers an organisation may have	1.3
Identify the range of customer needs	1.4
Describe how effective teamwork impacts on customer service	1.5
Understand how customer needs and expectations are formed	LO2
Describe the purpose of an organisation's service offer	2.1
Describe how customer expectations are formed	2.2
Describe the relationship between customer expectations and customer satisfaction	2.3
Identify why it is important to ensure effective customer relationships are maintained	2.4
Identify methods of obtaining customer feedback and why this is important	2.5
Know the interpersonal skills and appropriate behaviour required in the customer service environment	LO3
Identify different methods of communication	3.1
Describe the range of interpersonal skills required for effective customer service	3.2
Explain how non-verbal communication of the service deliverer can affect the behaviour of the customer	3.3
Describe how personal presentation, approach and attitude will influence the perception of the service delivered	3.4
Describe the appropriate behaviour and customer service skills required when using the telephone	3.5
Explain why it is important to ensure that the customer is informed and reassured at all stages	3.6
Understand the principles of responding to customers' problems or complaints	LO4
Identify common causes of customer problems and complaints	4.1
Describe the importance of adapting methods of communication and behaviour to meet the individual needs of customers	4.2
Describe ways of handling difficult customer situations	4.3
Explain the importance of responding to customer service issues promptly	4.4

Useful Websites

ProTrainings Europe Limited

www.ProTrainings.uk

Health and Safety Executive

www.hse.gov.uk

The Resuscitation Council (UK)

www.resus.org.uk

Skills for Health

www.skillsforhealth.org.uk

Office of Qualifications and Examinations Regulation

www.ofqual.gov.uk

Ofsted

www.gov.uk/ofsted

Skills for Care

www.skillsforcare.org.uk

The CPD Standards Office

www.cpdstandards.com

QMS International

www.qmsuk.com

FOFATO

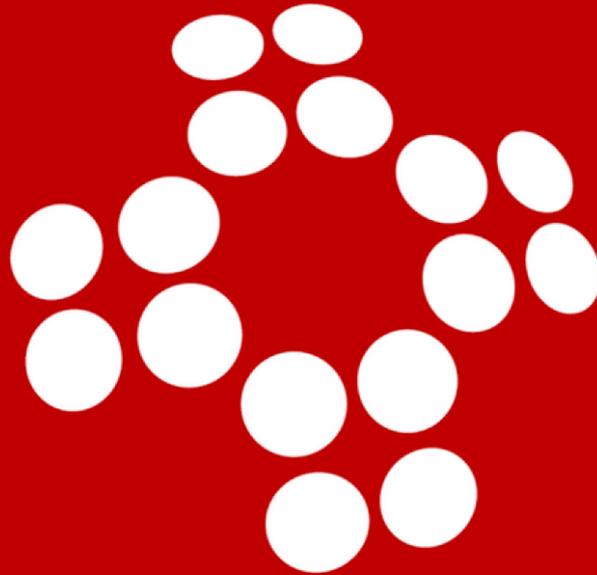
www.fofato.co.uk

NASDU

www.nasdu.co.uk

TQUK

www.tquk.org



ProTrainings Europe Limited

22 Westside Centre, London Road, Stanway, Colchester CO3 8PH

Telephone: 01206 805 359 / **Email:** info@protrainings.uk

Web: www.protrainings.uk