

Statement of Declared Purpose

Awarding organisation name	Active IQ
Title of regulated qualification	Active IQ Level 2 Certificate in Customer Service and Professional Development
Qualification level	2
Qualification accreditation number	601/3757/5
Qualification type	Vocationally Related Qualification

Qualification overview

The aim of the qualification is to provide learners with the essential customer service and professional development knowledge and skills required by those who wish to pursue or further a career in customer service.

Who could do this qualification?

This qualification is open to all and no previous experience or qualifications are required.

The qualification has been designed for:

- Individuals who wish to work and/or seek employment in a customer service/customer facing role.
- Individuals considering a career in customer service.
- Individuals already working in customer facing environments who wish to improve their customer care skills and enhance their career progression opportunities.

What does the qualification cover?

During the qualification learners will cover the following:

- Principles of effective customer service.
- How to develop customer service.
- Principles of personal and professional development.

Qualification structure

To achieve the qualification learners must complete the three mandatory units (16 credits).

Unit		Unit accreditation number	Level	Credits
1.	Understand the principles of effective customer service	H/506/5314	2	6
2.	Principles of developing customer service	M/506/5316	2	7
3.	Principles of personal and professional development	M/506/5347	2	3

Who could do this qualification?

This qualification provides progression on to further learning and or training.

Will the qualification support progression to further learning, and, if so, what?

Learners can also progress onto the following qualifications and apprenticeship frameworks:

- Level 2 Diploma in Customer Service.
- Level 3 Diploma in Customer Service.
- Intermediate Apprenticeship in Customer Service.
- Advanced Apprenticeship in Customer Service.

Is this qualification available as an apprenticeship?

No, this qualification is not available in an apprenticeship framework.

Is this qualification eligible for an Advanced Learner Loan?

No, this qualification is not available within the Advanced Learner Loan catalogue.

Similar qualifications

Active IQ Level 2 Diploma in Customer Service, accreditation number: 601/3544/X. Learners should choose this qualification if they are employed in a customer service role and wish to demonstrate their competency overtime in the workplace.

Active IQ Level 3 Diploma in Customer Service, accreditation number: 601/3545/1. Learners should choose this qualification if they are employed in a team leading or supervisory role in customer service and wish to demonstrate their competency overtime in the workplace.

Who supports the qualification?

Support for the qualification has been provided by the following employers:

- Initial Facilities.
- Remploy.
- Knightsbridge Guarding Ltd.
- Network Rail.
- Teamsport UK.

The qualification is not recognised by a professional body or chartered institution.