



**Give your customer service the seal of approval!**

**Delivering Service Excellence** is now accredited by **City & Guilds**

Participation in Delivering Service Excellence provides an opportunity to gain a nationally-recognised qualification - available through your Welcome to Excellence contact and working together with the UK's leading vocational awarding body City and Guilds.

For just £25 per person (in addition to the standard course fees), participants undertaking a one-day Delivering Service Excellence course can take a short answer examination giving the opportunity to gain a **Level 2 Award in Customer Service Delivery**.

Your business will benefit from the skills and knowledge gained by participating in this highly practical customer service training programme. In addition, you will also:

- provide added motivation and reward to staff through the achievement of a nationally-accredited qualification
- 'quality assure' their understanding of customer service excellence
- ensure staff are committed to making the most of their training
- give your people a great start on the road to developing their own skills
- benefit from a more qualified workforce

For £25 per person, your staff can gain a nationally recognised customer service qualification and help you to deliver world-class service to your customers.

For more information contact: Lois Collier on 02380 625438. To view our list of course dates and prices visit our website at [www.welcometoexcellence.co.uk](http://www.welcometoexcellence.co.uk)



<http://www.welcometoexcellence.co.uk/trainingprogrammes/delivering-service-excellence.asp>

## Further Information

C&G Qualification number: 4425-20

QAN number 501/0971/6

**Delivering Service Excellence has been successfully accredited by QCA and City and Guilds.** By participating in Delivering Service Excellence, candidates can also achieve a Level 2 Award in Customer Service Delivery. The award is two credits on the Qualifications Credit Framework which enables individuals to build up a series of units towards achievement of larger and more formal qualifications.

### How do participants achieve this qualification?

By successfully completing the standard Delivering Service Excellence course in the usual way and then taking a short hand examination. This can either be completed on the same day or at a later stage if applicable (details available on request and costs may increase if taken at a later stage). The examination takes around 1 hour to complete. Successful attainment means the candidate will achieve the Level 2 Award in Customer Service Delivery.

### What is the cost?

To register for this qualification is just £25.00 per candidate on top of the standard Delivering Service Excellence course fee. This covers the examination/registration fee, certificate and administration.

### What level is this qualification?

Level 2 is aligned to a GCSE level and is for those individuals that are working in customer service delivery and have some relevant knowledge and skills, usually from a role where they are being supervised.

### Background information to the qualification & QCF framework

The Delivering Service Excellence City & Guilds Level 2 sits on the new Qualification Credit Framework (QCF) and is part of a government initiative which aims to accredit employer-led and recognised training allowing employees to build their own qualifications at a pace that suits them.

The City & Guilds levels range from 'entry level' to 'level 8'

- a rough guide regarding levels is as follows:

- GCSEs grades A - C are equivalent to level 2 – (which is where our qualification falls)
- GCE A-levels are equivalent to level 3; and a
- PhD is the maximum and is equivalent to level 8

### How does the City and Guilds examination take place?

There is a 20 question short hand examination paper which is taken at the end of a standard course day – 1 hour needs to be allowed.

The short answer paper is taken under examination conditions (closed book) with 2 invigilators (usually the trainer and a staff member at venue).

Questions are logical and straight forward and relate to the Delivering Service Excellence content. Candidates need to achieve at least a 70% pass mark to receive a pass, merit or distinction.