



PART OF **nocn** GROUP

QUALIFICATION SPECIFICATION

NOCN Customer Service Qualifications Suite

NOCN Level 1 Certificate in Customer Service

Qualification No: 601/4417/8

NOCN Level 2 Diploma in Customer Service

Qualification No: 601/4418/X

Operational End Date 31/07/2023

NOCN Level 3 Diploma in Customer Service

Qualification No: 601/4419/1

Operational End Date 31/07/2023

Operational Start Date: 1 September 2014

Version: 6.0 – August 2024

To know more about NOCN:

- Visit the NOCN website: www.nocn.org.uk
- Call the Customer Service Team: **0300 999 1177**

Introduction

NOCN is a market-leading awarding organisation that has been providing qualifications for a wide range of Centres, including FE colleges and training providers, for 30 years both in the UK and internationally.

We work with Centres to deliver a high quality and flexible service for learners to underpin our passionate belief in the power of education and its impact on communities and individuals.

We offer all the advantages of being with a national awarding organisation with a diverse portfolio of qualifications, alongside providing a personalised, bespoke, service to our Centres and learners.

As an accredited Leader in Diversity we are proud of our reputation as a provider of fully accessible, trusted and flexible qualifications.

About NOCN Group

NOCN is part of NOCN Group, a progressive educational charity whose core aims are to help learners reach their potential and organisations thrive. The group includes business units specialising in regulated UK and international qualifications, end point assessment, endorsed programmes and assured short courses, Smart job cards, assessment services, consultancy, and research.

NOCN Group shares a joint purpose to offer learners, training providers, employers, and FE Colleges a fully integrated range of learning and skills development products and services.

Information about all our courses and qualifications is available from our website:

www.nocn.org.uk/

Summary of changes

This section summarises the changes to the qualification specification since the last version (version 3.0 March 2019).

Version	Publication date	Summary of Amendments
4.0	July 2023	<ul style="list-style-type: none"> • Wording aligned with latest NOCN qualification specification template. • Updated Centre requirements including qualification requirements for Tutors, Assessors and Internal Quality Assurers (page 15)
5.0	May 2024	<ul style="list-style-type: none"> • Level 1 Certificate now reviewed and new units added to the structure
6.0	August 2024	<ul style="list-style-type: none"> • Links added for website

Qualifications at a Glance

Title	Size
NOCN Level 1 Certificate in Customer Service	TQT = 230, GLH = 143, Credits = 23
NOCN Level 2 Diploma in Customer Service	TQT = 450, GLH = 245, Credits = 45
NOCN Level 3 Diploma in Customer Service	TQT = 550, GLH = 289, Credits = 55
Purpose	Target Audience
These qualifications are designed to provide learners with the skills, knowledge and competences to operate successfully as customer service workers within a wide variety of industry contexts.	These qualifications are designed for learners who are working in or are looking to work in a customer service role or similar.
Content Overview	Entry Requirements
<p>These qualifications will provide learners with the opportunity to develop skills in areas such as:</p> <ul style="list-style-type: none"> • Dealing with routine and non-routine customer queries • Effective customer • Communication skills using a variety of media • Meeting customer needs • Complaint resolution • Customer relationship management • After-sales service. 	<p>There are no formal entry requirements for learners undertaking the qualifications. Learners may already be working within a customer service role or in a role with service-related responsibilities or looking to work within the customer service sector.</p> <p>The NOCN Level 1 Certificate in Customer Service is suitable for learners aged 14 years or over.</p> <p>The NOCN Level 2 and Level 3 Diploma in Customer Service are suitable for learners aged 16 years or over.</p>
Assessment	Additional Resources
These qualifications are assessed via portfolio of evidence.	There are no additional resources for these qualifications.

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1. Overview of Qualifications

These qualifications are vocationally based and offer the opportunity for learners to demonstrate an achievement of knowledge and practical skills in Customer Service.

The NOCN Suite of Customer Service qualifications are designed to provide learners with the skills, knowledge and competences to operate successfully as customer service workers within a wide variety of industry contexts.

These qualifications will provide learners with an opportunity to:

- Gain the skills and knowledge as well as the correct approach for working within a customer service role across a wide cross-sector of industries where customer service is a requirement of the day to day job.
- Develop their skills for carrying out tasks in a service role such as, for example, dealing with routine and non-routine customer queries, effective customer communication skills using a variety of media, meeting customer needs, complaint resolution, customer relationship management and after-sales service.

1.1. Entry Requirements

The NOCN Level 1 Certificate in Customer Service qualification is suitable for learners aged 14 years or over. The NOCN Level 2 and Level 3 Diploma in Customer Service qualifications are suitable for learners aged 16 years or over.

The learner must be able to demonstrate the requirements of the qualifications and have access to required assessment opportunities and relevant resources. Please refer to specific assessment requirements on individual components for more information.

Centres should undertake initial assessment activities with learners to ensure either is an appropriate qualification for them, and they can achieve the level they will be studying before enrolling them on a programme of learning.

1.2. Progression Routes

Achievement of each qualification confirms the learner has gained the knowledge and skills required to work in, and progress within, Customer Service roles. Learners can progress to qualifications such as:

- NOCN Level 2 Certificate in Principles of Team Leading
- Other qualifications in Business Administration or Management

2. Qualification Details

2.1 Qualification Structure

The **NOCN Level 1 Certificate in Customer Service** is a **23** credit qualification and has **143** guided learning hours with a Total Qualification Time (TQT) of **230** hours. The learner must achieve a minimum of 23 credits. 14 credits from Mandatory Group A and a minimum of 6 credits from Optional Group B. A maximum of 3 credits can be achieved from Optional Group C. All units are listed below.

Mandatory Group A

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Understand working in a customer service environment – withdrawn from 02/06/2024	L1	3	M	L/506/2083
Understanding Working in a Customer Service Setting – available from 03/06/2024	L1	3	M	F/651/1466
Communication in customer service – withdrawn from 02/06/2024	L1	2	M	Y/506/2085
Understanding Communication in a Customer Service Setting – available from 03/06/2024	L1	2	M	D/651/1465
Principles of personal performance and development – withdrawn from 02/06/2024	L1	3	M	L/506/1791
Personal Performance and Development – available from 03/06/2024	L1	3	M	A/651/1464
Principles of working in a business environment – withdrawn from 02/06/2024	L1	4	M	R/506/1792
Working in a Business Environment – available from 03/06/2024	L1	4	M	Y/651/1463
Work with others in a business environment – withdrawn from 02/06/2024	L1	2	M	Y/506/1793
Working with Others in a Business Environment – available from 03/06/2024	L1	2	M	T/651/1462

Optional Group B

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Record details of customer service problems – withdrawn from 02/06/2024	L1	3	O	A/506/2094
Recording and Logging of Customer Problems and Complaints – available from 03/06/2024	L1	3	O	Y/651/1472
Deal with customer queries, requests and problems – withdrawn from 02/06/2024	L1	3	O	A/506/2113
Dealing with Customer Queries, Requests and Problems – available from 03/06/2024	L1	3	O	T/651/1471
Communicate with customers in writing – withdrawn from 02/06/2024	L2	3	O	T/506/2126
Written Communication to Customers – available from 03/06/2024	L2	3	O	R/651/1470
Deal with incoming telephone calls from customers – withdrawn from 02/06/2024	L2	3	O	H/506/2154
Receiving Incoming Customer Telephone Calls – available from 03/06/2024	L2	3	O	K/651/1469
Make telephone calls to customers – withdrawn from 02/06/2024	L2	3	O	K/506/2155
Making Outgoings Telephone Calls to Customers – available from 03/06/2024	L2	3	O	J/651/1468
Process information about customers – withdrawn from 02/06/2024	L2	3	O	R/506/2134
Processing and Storage of Customer Information – available from 03/06/2024	L2	3	O	H/651/1467

Optional Group C

Unit Title	Level	Credits	Mandatory or Optional	Ofqual Unit Ref
Manage time and workload – withdrawn from 02/06/2024	L1	1	O	H/506/1795
Managing Time and Workload – available from 03/06/2024	L1	1	O	J/651/1477

Meet and welcome visitors in a business environment – withdrawn from 02/06/2024	L1	2	O	A/506/1799
Meeting and Greeting Visitors into a Business Environment – available from 03/06/2024	L1	2	O	H/651/1476
Contribute to sales activities in a contact centre – withdrawn from 02/06/2024	L1	3	O	F/503/0392
Contribute to Sales Activities in a Contact Centre – available from 03/06/2024	L1	3	O	F/651/1475
Use specific features of contact centre systems and technology – withdrawn from 02/06/2024 – NO REPLACEMENT AVAILABLE	L1	3	O	F/503/0361
Health and Safety Procedures in the Workplace – withdrawn from 02/06/2024	L2	2	O	T/505/4673
Health and Safety Procedures in the Workplace – available from 03/06/2024	L2	2	O	D/651/1474
Processing sales orders – withdrawn from 02/06/2024	L2	2	O	M/502/8587
Processing Sales Orders – available from 03/06/2024	L2	2	O	A/651/1473
Meeting customers' after sales needs – withdrawn from 02/06/2024	L2	3	O	R/502/8601
Understanding Customer's After Sales Needs – available from 03/06/2024	L2	3	O	K/651/1478

The **NOCN Level 2 Diploma in Customer Service** is a **45** credit qualification and has **245** guided learning hours with a Total Qualification Time (TQT) of **450** hours. The learner must achieve a minimum of 45 credits. 19 credits from Mandatory Group A, a minimum of 3 credits from Optional Group B, and a minimum of 16 credits from Optional Group C. A maximum of 7 credits can be achieved from Optional Group D. All units are listed below:

Mandatory Group A

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Deliver customer service	L2	5	M	A/506/2130
Understand customers	L2	2	M	F/506/2131
Principles of customer service	L2	4	M	J/506/2132

Understand employer organisations	L2	4	M	A/506/1964
Manage personal performance and development	L2	4	M	L/506/1788

Optional Group B

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Communicate verbally with customers	L2	3	O	D/506/2119
Communicate with customers in writing	L2	3	O	T/506/2126

Optional Group C

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Deal with incoming telephone calls from customers	L2	3	O	H/506/2154

Make telephone calls to customers	L2	3	O	K/506/2155
Promote additional products and/or services to customers	L2	2	O	L/506/2133
Process information about customers	L2	3	O	R/506/2134
Exceed customer expectations	L2	3	O	Y/506/2135
Deliver customer service whilst working on customers' premises	L2	4	O	T/506/2143
Carry out customer service handovers	L2	3	O	T/506/2157
Resolve customer service problems	L2	5	O	A/506/2158
Deliver customer service to challenging customers	L2	3	O	F/506/2159
Develop customer relationships	L2	3	O	Y/506/2149
Support customer service improvements	L2	3	O	T/506/2160
Support customers through real-time online customer service	L2	3	O	A/506/2161
Use social media to deliver customer service	L2	3	O	J/506/2163
Resolve customers' complaints	L3	4	O	R/506/2151
Gather, analyse and interpret customer feedback	L3	5	O	D/506/2170
Support customers using self-service equipment	L2	3	O	H/506/2977
Provide post-transaction customer service	L2	5	O	K/506/2978

Optional Group D

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Health and Safety Procedures in the Workplace	L2	2	O	T/505/4673
Manage diary systems	L2	2	O	L/506/1807
Provide reception services	L2	3	O	H/506/1814
Contribute to the organisation of an event	L2	3	O	L/506/1869
Buddy a colleague to develop their skills	L2	3	O	M/506/1895

Employee rights and responsibilities	L2	2	O	L/506/1905
Develop working relationships with colleagues	L2	3	O	R/506/1789
Principles of equality and diversity in the workplace	L2	2	O	J/506/1806
Processing sales orders	L2	2	O	M/502/8587
Meeting customers' after sales needs	L2	3	O	R/502/8601
Handling objections and closing sales	L2	3	O	M/502/8606
Deal with incidents through a contact centre	L2	7	O	K/503/0421
Carry out direct sales activities in a contact centre	L2	5	O	L/503/0394
Negotiate in a business environment	L3	4	O	H/506/1912
Bespoke Software	L2	3	O	F/502/4396

The **NOCN Level 3 Diploma in Customer Service** is a **55** credit qualification and has **289** guided learning hours with a Total Qualification Time (TQT) of **550** hours. The learner must achieve a minimum of 55 credits. 31 credits from Mandatory Group A and a minimum of 15 credits from Optional Group B. A maximum of 9 credits can be achieved from Optional Group C. A minimum of 40 credits must be achieved at Level 3 and above. All units are listed below:

Mandatory Group A

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Organise and deliver customer service	L3	5	M	L/506/2150
Understand the customer service environment	L3	5	M	Y/506/2152
Resolve customers' problems	L3	4	M	K/506/2169
Principles of business	L3	10	M	D/506/1942
Manage personal and professional development	L3	3	M	T/506/2952
Understand customers and customer retention	L3	4	M	J/506/2910

Optional Group B

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Develop resources to support consistency of customer service delivery	L3	5	O	Y/506/2166
Use service partnerships to deliver customer service	L3	3	O	D/506/2167
Resolve customers' complaints	L3	4	O	R/506/2151
Gather, analyse and interpret customer feedback	L3	5	O	D/506/2170
Monitor the quality of customer service interactions	L3	5	O	K/506/2172
Communicate verbally with customers	L2	3	O	D/506/2119
Communicate with customers in writing	L2	3	O	T/506/2126
Promote additional products and/or services to customers	L2	2	O	L/506/2133
Exceed customer expectations	L2	3	O	Y/506/2135
Deliver customer service whilst working on customers' premises	L2	4	O	T/506/2143
Deliver customer service to challenging customers	L2	3	O	F/506/2159
Develop customer relationships	L2	3	O	Y/506/2149
Support customer service improvements	L2	3	O	T/506/2160
Support customers through real-time online customer service	L2	3	O	A/506/2161
Use social media to deliver customer service	L2	3	O	J/506/2163
Champion customer service	L4	4	O	D/506/2153
Build and maintain effective customer relations	L4	6	O	R/506/2179
Manage a customer service award programme	L4	4	O	L/506/2181
Manage the use of technology to improve customer service	L4	4	O	Y/506/2183
Develop a social media strategy for customer service	L4	5	O	D/506/2962

Support customers using self-service equipment	L2	3	O	H/506/2977
Provide post-transaction customer service	L2	5	O	K/506/2978

Optional Group C

Unit Title	Level	Credit Value	Mandatory or Optional	Ofqual Unit Reference Number
Negotiate in a business environment	L3	4	O	H/506/1912
Promote equality, diversity and inclusion in the workplace	L3	3	O	T/506/1820
Manage team performance	L3	4	O	A/506/1821
Manage individuals' performance	L3	4	O	J/506/1921
Collaborate with other departments	L3	3	O	M/506/1931
Negotiating, handling objections and closing sales	L3	4	O	F/502/8612
Obtaining and analysing salesrelated information	L3	4	O	R/502/8615
Buyer behaviour in sales situations	L3	3	O	K/502/8622
Manage incidents referred to a contact centre	L3	6	O	K/503/0418
Lead direct sales activities in a contact centre team	L3	4	O	D/503/0397
Manage diary systems	L2	2	O	L/506/1807
Contribute to the organisation of an event	L2	3	O	L/506/1869
Provide reception services	L2	3	O	H/506/1814
Buddy a colleague to develop their skills	L2	3	O	M/506/1895
Employee rights and responsibilities	L2	2	O	L/506/1905
Processing sales orders	L2	2	O	M/502/8587
Bespoke Software	L3	4	O	J/502/4397

2.2 Total Qualification Time (TQT)

Through consultation with users, TQT has been agreed by considering the total number of learning hours required for the average learner to achieve the qualifications.

TQT is split into two areas:

Area	Example of activities
<p>1. Guided Learning Hours (GLH):</p> <ul style="list-style-type: none"> • learning activity under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training • includes the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training 	<ul style="list-style-type: none"> • Classroom-based learning supervised by a teacher • Work-based learning supervised by a teacher • Live webinar or telephone tutorial with a teach in real time • E-learning supervised by a teacher in real time • All forms of assessment which take place under the immediate guidance or supervision of an appropriate provider of training • Exam time
<p>2. Other Learning Hours (OLH):</p> <ul style="list-style-type: none"> • an estimate of the number of hours a learner will spend, as directed by (but not under the immediate guidance or supervision of) a lecturer, supervisor, tutor or other appropriate provider of education or training, including: <ul style="list-style-type: none"> ○ preparatory work ○ self-study ○ any other form of education or training, including assessment 	<ul style="list-style-type: none"> • Independent and unsupervised research/learning • Unsupervised compilation of a portfolio of work experience • Unsupervised e-learning • Unsupervised e-assessment • Unsupervised coursework • Watching a pre-recorded podcast or webinar • Unsupervised work-based learning

2.3 Assessment and Evidence

The NOCN Suite of Customer Service qualifications are internally assessed qualifications.

The qualifications/units must be assessed in line with the ‘Skills CFA Assessment Strategy’ which can be found [here](#).

Internal assessment

Internal assessment activity must ensure evidence of achievement against **all** the requirements specified within each component of each qualification.

For assessments that are internally set, the IQA will need to ensure pre-verification of assessment tasks take place prior to its use to ensure that it is an appropriate assessment tool, that it is inclusive to learners of all needs, that it meets the principles of assessment and does not hinder learner attainment of the NOCN assessment evidence requirements.

Refer to the NOCN Quality Assurance Manual for further information on the Internal Quality Assurance process. This can be found on the NOCN website at www.nocn.org.uk

Assessment activities must be robust in that the assessment decisions are made based on evidence, which is valid, authentic, current, sufficient and reliable regarding the assessment taking place:

- Valid** The validity of an assessment decision is ensuring that the right thing has been assessed in the right way to deliver an accurate assessment result.
- Authentic** The assessment process must ensure that all evidence of achievement is authentic in that it has been created solely by the learner (unless otherwise required) and has not been plagiarised. If work was not authentic, it would undermine the entire the assessment process and overall qualification system.
- Current** The assessment process must ensure that the evidence used to claim qualification or unit achievement reflects current industry/qualification practice. This can be done by ensuring that the evidence is relevant at the time of the assessment as well as ensuring that the assessor has used the most-up-date assessment documentation.
- Sufficient** The Assessor must review assessment evidence to judge whether the learner has generated enough evidence at the right level to confidently cover all relevant learning outcome or assessment criteria requirements. The Assessor must also ensure their records of the assessment are complete, legible and accurate.
- Reliable** The Assessor must ensure that they are making reliable and consistent assessment decisions across their learners and with other Assessors within the Centre. Assessment decisions must also be consistent over time and across academic/programme cycles. This can be supported by attending standardisation activities.

2.4 Fair and Equitable Assessment

Assessment must be designed to be accessible and inclusive, and the assessment methodology must be appropriate for individual assessment, giving due consideration to any assessment requirements attached to individual components.

2.5 Learners with Particular Requirements

If you are a NOCN Recognised Centre and have learners with particular requirements, please see the **NOCN Reasonable Adjustments and Special Considerations Policy and Procedure** found on the NOCN website at www.nocn.org.uk

This policy gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the assessment criteria.

The NOCN Centre Approval process requires the Centre to hold policy statements on Equal Opportunities, Diversity and Disability Discrimination, which will be reviewed by NOCN.

Please refer to the NOCN Quality Assurance Manual for further details.

2.6 Recognised Prior Learning

Recognising Prior Learning is an assessment process that recognises learning that has its origins in a learner's experience and/or previous formal and informal learning contexts. This includes knowledge and skills gained within school, college, university and outside formal

learning situations such as through life, employment, apprenticeships and other work experiences.

NOCN is committed to the Recognition of Prior Learning (RPL) and has developed a policy and procedures to inform and support Centres. This is available on the NOCN website at www.nocn.org.uk

2.7 Assessment and Evidence for the Components

Forms and guidance for gathering learner evidence against the individual assessment criteria are available for download in Word format on the NOCN website:

http://www.nocn.org.uk/qualifications_and_units/additional_qualification_documents.

3. Centre Information

3.1 Required Resources for Delivering the Qualifications

As part of the requirement to deliver the qualifications there is an expectation that staff undertaking roles as part of the delivery and assessment of these qualifications have a demonstrable level of expertise.

NOCN expects that Tutors and Assessors can demonstrate the following competencies:

3.1.1 Tutor Requirements

- Be subject matter experts, hold or be registered as working towards, a recognised education and training qualification, have experience of delivering training within this subject area. The minimum expectation is that the level of competence of the Tutor should be at the same level as the training that is to be delivered.

3.1.2 Assessor Requirements

- Be technically competent, have experience of carrying out assessment activities and hold, or be registered as working towards, a recognised assessing qualification. The minimum expectation is that the level of competence of the Assessor should be at the same level as the qualification being assessed.

3.1.3 Internal Quality Assurer Requirements

Each centre must have internal quality assurance policies and procedures in place to ensure that decisions made by Assessors are appropriate, consistent, fair and transparent, and that they do not discriminate against any learner. The policies and procedures must be sufficient to secure the quality of the award, ensuring validity, reliability and consistency.

NOCN expects that an Internal Quality Assurer is able to demonstrate the following competencies, they should:

- Have an understanding of the subject area, have experience in carrying out internal quality assurance activities and hold, or be registered as working towards, a recognised Internal Quality Assurance qualification. The minimum expectation is that the level of competence should be at the same level as the qualification being quality assured.

NOCN supports and recognises Centres' internal quality assurance systems which support the above; any system should include standardisation and sharing of good practice.

Centre staff may undertake more than one role, e.g. tutor, assessor or internal quality assurer, but they **cannot** carry out any quality assurance on work that they have previously assessed.

Refer to the **NOCN Quality Assurance Manual** for further information on the Internal Quality Assurance process. This can be found on the NOCN website at www.nocn.org.uk

3.1.4 Continuing Professional Development (CPD)

Centres are expected to support their staff, ensuring that their subject knowledge remains current and that their members of staff are up to date with regards to best practice in delivery, assessment and quality assurance.

3.1.5 External Quality Assurance

Once recognised as a Centre, NOCN will allocate an External Quality Assurer. The External Quality Assurer will have ongoing responsibility for monitoring the Centre's compliance with the requirements of recognised Centre approval status.

The External Quality Assurer will make regular visits to all Centres. During these visits they will:

Monitor the Centre's compliance with the Centre approval criteria by reviewing course documentation, meeting managers, tutors, internal quality assurers, learners, and administrative staff.

Review the standard of the Centre's assessment and internal quality assurance practices and decisions to determine whether all assessment requirements are met to support safe and valid claims for certification.

Refer to the **NOCN Quality Assurance Manual** for further information on the External Quality Assurance process. This can be found on the NOCN website at www.nocn.org.uk

3.2 Offering the Qualifications

Existing Centres

If you are already recognised to offer NOCN qualifications and would like more information about offering these qualifications, please contact: business-enquiries@nocn.org.uk, alternatively use Horizon to add these qualifications to your Centre.

New Centres

If you are interested in offering these qualifications, but are not yet a NOCN Approved Centre and would like more information about becoming a NOCN Centre and offering these qualifications please see **Become a Registered Centre** on our website <https://www.nocn.org.uk/customers/nocn-centres/> and click Become a Centre.

4. Component Information

The NOCN Level 1 Certificate in Customer Service, Level 2 Diploma in Customer Service and Level 3 Diploma in Customer Service consist of Mandatory and Optional components. The qualification structures (**see section 2**) set out the rules for achieving each qualification.

To achieve each qualification a learner must provide evidence of learning and achievement against all the assessment requirements within each of their chosen components.

A copy of all Mandatory and Optional components can be downloaded via the NOCN website.

[NOCN Level 1 Certificate in Customer Service](#)

[NOCN Level 2 Diploma in Customer Service](#)

[NOCN Level 3 Diploma in Customer Service](#)



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