

## NEW – NOCN Level 2 Certificate in Customer Service

### Notification:

Dear Colleague,

As part of our commitment to provide qualifications in line with industry requirements we regularly review and develop new qualifications across all occupations.

The NOCN group has developed the following new qualification:

- NOCN Level 2 Certificate in Customer Service – 610/6624/2

The qualification will be available for Centres to register their learners from the 1<sup>st</sup> November 2025.

The NOCN Level 2 Certificate in Customer Service helps learners understand customer needs and expectations. It develops communication and interpersonal skills to deliver good service and builds confidence in handling different customer situations.

Please see the qualification specification for further information.

[https://www.nocn.org.uk/Data/Asset\\_Downloads/QSNOCNLevel2CertificateinCustomerService\(1\).pdf](https://www.nocn.org.uk/Data/Asset_Downloads/QSNOCNLevel2CertificateinCustomerService(1).pdf)

Please contact your Business Development Advisor should you wish to discuss further.

Kind regards,  
NOCN Product Development Team