



AIMQUALIFICATIONS

Handbook

for centre staff



AIM Qualifications

**Level 2 Award in Customer Service
(600/7646/X)**

Version 7 - May 2022

“

I would like to convey my thanks to you all at AIM for the support and guidance you have provided during our first year as a training centre. I am aware we have asked a lot of questions and sent a lot of emails and you have dealt with every query swiftly and efficiently combined with a lot of patience.

It has been a roller coaster of a year setting up everything from scratch but it has been made easier by having access to you all.

Carol Harmston, AIM Centre

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Document Version History

Version Number	Date	Description
2	November 2018	Update to TQT value and credit removed (<i>see page 3</i>) Credit removed (<i>see page 6</i>)
3	June 2019	Qualification withdrawn and end dates added (<i>see page 3</i>): Operational End Date added: 31/12/2019 Certification End Date added: 31/12/2022
4	November 2019	Qualification end dates removed and review date 31/07/22 added (<i>see page 3</i>)
5	December 2019	Handbook re-branded with new AIM branding
6	June 2020	Links updated and re-brand updated/checked
7	May 2022	Review dates updated to 31/12/2023 for the following qualification: Level 2 Award in Customer Service (600/7646/X)



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Introduction

Welcome to the AIM Qualifications Level 2 Award in Customer Service Qualification Handbook. This handbook contains everything you need to know about this qualification and is intended for tutors, assessors, internal verifiers and other staff involved with the planning, delivery and assessment:

This is a live document and as such will be updated when required. You will be informed via email when changes are made and it is your responsibility to ensure the most up-to-date version of the Qualification Handbook is in use.

About Us

AIM Qualifications and Assessments is a national and international awarding organisation. We offer a large number of regulated qualifications at different levels and in a wide range of subject areas, access to Higher Education diplomas and end-point assessments. Our products are flexible enough to be delivered in a range of settings, from small providers to large colleges and in the workplace both nationally and internationally. We pride ourselves on offering the best possible customer service, and are always on hand to help if you have any questions. Our organisational structure and business processes enable us to be able to respond quickly to the needs of customers to develop new products that meet their specific needs.

Qualification Overview

Section One

About This Qualification

The AIM Qualifications Level 2 Award in Customer Service has been designed for people working in, or wishing to work in, customer service related roles. It provides the underpinning knowledge and understanding required for learners to be able to start to perform in a customer service role effectively.

Qualification Details

Qualification	
AIM Qualifications Level 2 Award in Customer Service	
Assessment	Internally set, internally marked and externally verified portfolio of evidence
Grading	Assessment is competent/not competent. There is no grading
Progression Opportunities	Learners can progress onto a range of other training programmes and/or employment in customer focused vocational areas.
Geographical Coverage	England
Operational Start Date	01/01/2013
Review Date	31/12/2023
Sector	15.4 Marketing and Sales
Qualification Number	600/7646/X
Learning Aim Reference	6007646X
Guided Learning Hours (GLH)	80
Total Qualification Time (TQT)	130
Learner Age	N/A
Rules of Combination	To achieve this qualification learners must complete all the essential components.



Qualification Structure and Components

Total Qualification Time and Guided Learning Hours

Total Qualification Time (TQT) is the number of notional hours it takes a typical learner to achieve the full qualification and is made up of two elements:

- the minimum number of Qualification Guided Learning Hours (GLH) - the number of Tutor-led contact hours
- the number of hours spent on preparation, studying and the assessment that is non-guided

For example, the number of tutor-led contact hours (GLH) for a qualification is 30 and the number of hours spent by the learner (non-GLH) on preparation, studying and the assessment is six hours. Therefore the Total Qualification Time (TQT) for the qualification is 36 hours.

Progression Opportunities

Learners can progress onto a range of other training programmes and/or employment in customer focused vocational areas.

Entry Guidance

There are no specific entry requirements for this qualification.

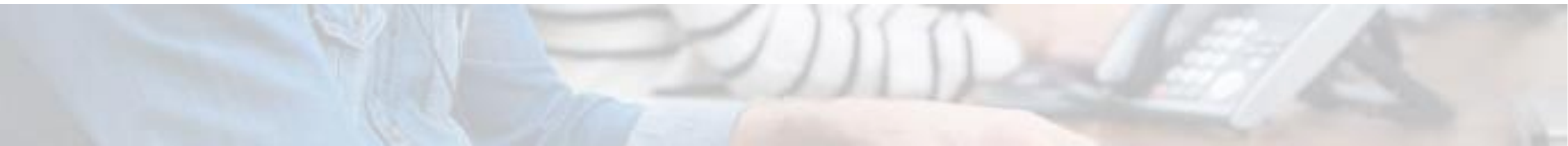
Qualification Dates

The qualification review date is the date by which we will have carried out a review of the qualification. We work with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases, we'll extend the qualification and set a new review date. If we make a decision to withdraw a qualification, we'll set an operational end date.

We will post information relating to changes or extensions to qualifications on our website and centres approved to offer the qualification will be kept updated. The certification end date will be three years from the operational end date.

Resource Requirements

Learners must have access to a hydrotherapy centre registered with either CHA or NARCH. simulation is allowed.



Qualification Structure and Components

This section details the rules of combinations for this qualification. Select the component titles to view the component details.

Rules of combination for: AIM Qualifications Level 2 Award in Customer Service			
Learners must achieve all essential components to achieve this qualification.			
Component Code	Component Title	Level	GLH
Essential			
H/504/6147	Delivering Effective Customer Service	Two	32
K/504/6148	Understanding Good Customer Service	Two	48



Centre Staff Requirements

As an Awarding Organisation, we require that:

Tutors have relevant teaching experience and/or a qualification and experience and/or a qualification in the relevant subject area. Suitable teaching qualifications include:

- Level 3 or 4 Preparing to Teach in the Lifelong Learning Sector (PTLLS) or above
- Level 3 Education and Training or above
- Diploma or Certificate in Education
- Bachelors or Masters Degree in Education

Assessors have an assessor qualification or evidence of recent relevant experience. Suitable assessor qualifications include:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 Assess Candidate Performance using a Range of Methods
- D32 Assess Candidate Performance and D33 Assess Candidate using Differing Sources of Evidence

Internal Verifiers (IV) have an internal verification qualification or evidence of recent relevant experience. Suitable internal verification qualifications include:

- Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

How this Qualification is Assessed

This qualification is assessed through an internally set, internally marked and externally verified portfolio of evidence.

A summary of the assessment of each component is shown below. Guidance on our expectations is available in the [AIM Qualifications: Assessment Handbook](#).

Components		Set by the centre			Set by AIM			
Component Code	Component Title	Level	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
H/504/6147	Delivering Effective Customer Service	Two	✓	–	✓	–	–	–
K/504/6148	Understanding Good Customer Service	Two	✓	–	✓	–	–	–



Offering Qualifications

Centres wishing to offer this qualification must be an AIM recognised centre. New centres can apply to become a centre using the centre recognition application process on our website: www.aim-group.org.uk.

We can advise centres of the best and most efficient methods for offering this qualification. All procedures for the use of this qualification, including approval, registration of learners, verification and certification will be completed through AIM and all centres will have an allocated customer experience advisor to support them.

Approval to Offer Qualifications

Centres wishing to offer this qualification must complete and submit a Qualification Approval request. [This can be found on the AIM website when choosing a qualification](#). Some qualifications require centres to have specific resources in place and/or their assessors/internal verifiers should hold certain qualifications. Where this is the case, centres must provide evidence of resources/staff qualifications when completing the Qualification Approval request.



Registration and Certification

Once your centre has approval to offer a qualification, you will be able to register learners via the AIM Online Portal. Learners must be registered onto the correct programme via the Portal (a programme is the centre's chosen set of components from their approved qualification). Centres should also check that the correct components are listed.

A Recommendation for the Award of Credit (RAC/ERAC) form will be produced for each programme once learners are registered. Centres will be able to download their RAC/ERAC forms within four weeks of receipt of correctly submitted registrations. The RAC/ERAC is used to claim the learners' achievements at the end of the course and details must be checked carefully as these will appear on any certificates issued.

Details of assessment, internal verification and external verification can be found in the [AIM Qualifications: Assessment Handbook](#).

Once the RAC/ERAC has been correctly completed and received by AIM, certificates and a summary of credit achievement will be produced and issued. Learners that have achieved a qualification will be issued with a qualification certificate with details of the qualification and components achieved.

Fees and Charges

The AIM Fees and Charges brochure includes all qualification charges and is [available on our website](#). Please note that registrations will not be processed if centre fees have not been paid.

Appendices and Links



Appendices and Links

Select an appendix or link from the list below to view the document.

Useful Links

Link 1 - [AIM Centre handbooks and forms](#)

Link 2 - [AIM Qualifications: Assessment Handbook](#)

Link 3 - [AIM Website](#)

Link 4 - [Fees and Charges](#)

Link 5 - [Qualification Search](#)





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