

RECOGNITION LIST

Awards in Customer Service (8992)



RECOGNITION LIST

Awards in Customer Service (8992)

City & Guilds is one of the world's leading vocational education businesses, with over 130 years of experience in designing qualifications and skills development solutions for governments and industries.

Since 1878, millions of learners have used our qualifications to enhance their skills and today millions more are studying to achieve a City & Guilds certificate to realise their potential.

We operate in over 80 countries and have developed a dedicated international portfolio which covers a wide range of subject areas, including customer service.

Our qualifications offer great progression opportunities and are widely accepted by employers around the world as the benchmark for workplace excellence.

Organisations featured in this document are only some of the many prestigious institutions and corporates that recognise the Awards in Customer Service (8992), as shown in their individual statement:

- Level 1 Award in Customer Service
- Level 2 Award in Customer Service
- Level 3 Award in Customer Service

Key

Recognised levels (if applicable)



Level 1 Award



Level 2 Award



Level 3 Award

How employers view City & Guilds international qualifications



Having a City & Guilds qualification enhances one's career prospects



City & Guilds qualifications are an excellent recruitment benchmark for the industry



City & Guilds qualifications are an excellent training solution for employers



Outstanding learners for a relevant City & Guilds qualification will be considered for a placement



Applications are welcome from City & Guilds graduates seeking work within the sector



Priority will be given to applicants with a City & Guilds qualification when recruiting

GOVERNMENT RECOGNITIONS

England

Office of the Qualifications and Examinations Regulator (Ofqual)

www.accreditedqualifications.org.uk



The Awards in Customer Service (8992) are accredited on the Qualifications and Credit Framework (QCF).

The level in the qualification title shows the QCF level at which each qualification is accredited at.

The NDAQ number is the qualification accreditation number.

Accredited qualification title	CG no.	NDAQ no.
Level 1 Award in Customer Service	8992-11	500/3682/8
Level 2 Award in Customer Service	8992-12	500/3681/6
Level 3 Award in Customer Service	8992-13	500/3680/4

Ofqual is the regulator of qualifications, examinations and assessments in England and of vocational qualifications in Northern Ireland.

Ofqual approves and distributes the criteria that qualifications must meet in order to be accredited on the QCF or NQF* and checks that qualifications and the bodies that award them meet these criteria.

*National Qualifications Framework of England, Wales and Northern Ireland (NQF)

Ireland

National Qualifications Authority of Ireland

www.nqai.ie

The Awards in Customer Service (8992) are aligned to levels of the National Framework of Qualifications of Ireland (NFQ):



NFQ level 5



NFQ level 4



NFQ level 3

NQAI is an agency of the Department of Education and Science and the Department of Enterprise, Trade and Employment, responsible for the establishment and management of the National Framework of Qualifications of Ireland (NFQ), including the alignment of international qualifications to the NFQ.

Recognition list
Awards in Customer Service (8992)

1

GOVERNMENT RECOGNITIONS

Trinidad and Tobago



Accreditations Council of Trinidad and Tobago (ACTT)

www.actt.org.tt



The Level 3 Award in Customer Service is recognised by ACTT as available for delivery in Trinidad and Tobago by City & Guilds approved centres that are also registered by ACTT.

ACTT is the governing body for quality assurance of post-secondary and tertiary education in Trinidad and Tobago, including the accreditation and recognition of local and foreign training institutions, programmes, awards and awarding bodies.

City & Guilds has been recognised by ACTT as a foreign awarding body to offer post-secondary and tertiary qualifications in Trinidad and Tobago.

Recognition list
Awards in Customer
Service (8992)

2

INDUSTRY RECOGNITIONS

Organisations featured in this section are examples of leading corporates and employer associations/groups which have recognised the Awards in Customer Service (8992) for their quality and relevance to the industry.

How employers view City & Guilds international qualifications

-  Having a City & Guilds qualification enhances one's career prospects
-  City & Guilds qualifications are an excellent recruitment benchmark for the industry
-  City & Guilds qualifications are an excellent training solution for employers
-  Outstanding learners for a relevant City & Guilds qualification will be considered for a placement
-  Applications are welcome from City & Guilds graduates seeking work within the sector
-  Priority will be given to applicants with a City & Guilds qualification when recruiting

THE BEAUTYGROUP

The Beauty Group

www.thebeautygroup.com



The Beauty Group Holdings Ltd is the holding company of an international group of luxury brands including MAUD FRIZON, a French fashion and accessories company; Ingrid Millet, a French skincare brand; Shimmer New York Ltd, a make-up manufacturer; Bioscreen, a French dermo-cosmetic brand and the French Institutes Beauty School.

The Group also has majority ownership of Dean, a menswear brand with over 350 boutiques in China; Megantik, a French ladies ready to wear company which owns and distributes the brand CocoMenthe; Josfond Espana, a menswear brand with 30 stores in China.



Calgary Co-op

www.calgarycoop.com



Calgary Co-operative Association Limited is one of the largest retail co-operatives in North America, with 435,000 members, 4000 employees, assets of \$374 million and annual sales of \$1.06 billion.

Established in 1956 as a single store, Calgary Co-op currently operates 23 retail food centres, 23 pharmacies, 27 gas bar bars, 21 liquor stores, two home health care centres, and seven travel offices in Calgary and the surrounding area.

Recognition list
Awards in Customer
Service (8992)

INDUSTRY RECOGNITIONS



MISSHA

www.missha.com.hk



Founded in 2000 as an on-line shopping website in Korea, MISSHA has become one of the most renowned brands in the world, offering a portfolio of over 700 high-quality and affordable skin care and make-up products.

Today, the company runs a chain of 300 stores in Korea alone and has operations in a number of countries including Australia, China, HK, Japan, Macau, Malta, Mexico, Mongolia, Romania, Singapore, Taiwan, Thailand, United Arab Emirates, United States and Vietnam.

MISSHA (HK) delivers City & Guilds qualifications as part of the comprehensive package of make-up services they offer to their customers.

Recognition list
Awards in Customer
Service (8992)

4

EUROPASS



Europass Certificate Supplement

www.cityandguilds.com/europass

www.uknec.org.uk

europass.cedefop.eu.int



Each level of the Awards in Customer Service (8992) is supported by a Europass Certificate Supplement.

The Certificate Supplement helps to ensure that qualifications are easily understood across national systems and makes it easier for learners to find employment or training opportunities beyond the borders of their own country.

It provides details on the skills that candidates are required to demonstrate in order to achieve a City & Guilds certificate, helps learners to prepare for job interviews and allows employers to choose the best candidate to work for their organisation.

City & Guilds was the first UK awarding body to launch the Europass Certificate Supplement and still the only one offering it across its qualification portfolio.

Recognition list
Awards in Customer
Service (8992)

5



Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2010 The City and Guilds of London Institute. All rights reserved.

City & Guilds is a trademark of the City and Guilds of London Institute. City & Guilds is a registered charity (charity number 312832) established to promote education and training.

City & Guilds

1 Giltspur St

London EC1A 9DD

T +44 (0)20 7294 2468

F +44 (0)20 7294 2400

www.cityandguilds.com