

OCN London Qualifications offered via LASER

CUSTOMER SERVICE

QUALIFICATION NUMBER	QUALIFICATION TITLE	AGE	TOTAL CREDITS	DESCRIPTION
601/4404/X	OCNLR Level 1 Certificate in Customer Service	14+	23	
600/9593/3	OCNLR Level 2 Certificate in Principles of Customer Service	14+	13	The OCNLR suite of Customer Service qualifications has been developed to support people working in a customer service role in a range of different situations and settings.
601/4405/1	OCNLR Level 2 Diploma in Customer Service	14+	45	