

City and Guilds Level 2 in Operational Delivery (Principles) Award, Certificate, Diploma

To be an effective team member in operational delivery you require knowledge of the principles of customer service. It is also beneficial to have a clear understanding of your organisations procedures in areas such as data security.

Description

This qualification is designed to provide a consistent set of skills and expertise for civil servants that are working in face-to-face, contact management (telephony/ email) and / or processing roles. Taking the Award, Certificate or Diploma will support you to develop the skills and competencies required to be an effective team member, supporting your career progression within operational delivery.

What's the outcome?

By completing the Level 2 Award, Certificate or Diploma you will gain a nationally recognised qualification and will understand the scope of operational delivery and your organisation's guidelines, principles and procedures. You will develop knowledge about how to maintain personal safety and security and will also understand how your professional development supports the achievement of your organisational aims and objectives.

You may wish to find out more by accessing further information here [Operational Delivery Profession Qualifications](#).

What does it involve?

To complete this qualification you will undertake a mix of mandatory and optional units in areas such as working in operational delivery, providing customer service, protecting data security and equality and diversity in operational delivery.

The duration is up to 12 months with assessment based upon one multiple choice test for each mandatory or optional unit.

The number of units you need to complete will depend upon whether you are taking the Award, Certificate or Diploma:

- The Award requires completion of three mandatory units.
- The Certificate requires completion of five units (four mandatory, one optional).
- The Diploma requires completion of seven units: (four mandatory, three optional).

It is possible to upgrade, for example if you have achieved the Award in the last three years you only need to take the additional two units required to upgrade to the Certificate.

Learning activities



Estimated learning time:
12 months

How to book

bookings.governmentcampus.co.uk

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