

# Centre Guidance for Onscreen Tests: Levels 2 & 3 BTEC Certificates in Customer Service

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## Purpose

This document is intended to provide centres delivering the *BTEC Levels 2 & 3 Certificates in Customer Service* with information and guidance to help prepare learners for onscreen assessments.

This guidance includes information about the onscreen test delivery software and details about the format, structure and coverage of the tests - including some sample items.

Further guidance can be found at [www.edexcel.org.uk/sfc/onscreen/guidance/](http://www.edexcel.org.uk/sfc/onscreen/guidance/)

## Approval and registration

Centres must have approval to operate the programme. Please refer to the *Information Manual* which can be found on the Edexcel website, for further information. Approved centres will be contacted regarding installation of the relevant software. Registrations will be made by Edexcel Online. Registered candidates will then need to be entered for particular testing occasions.

Centres should ensure that learners are adequately prepared before each testing attempt. Please refer to the *Schedule of Fees* for information regarding fees.

## Overview of Tests

The tests will operate on a test banking system. Where a group of learners is taking a test at the same time, different learners will be presented with different tests from the bank. At the end of the year all the tests will be reviewed and updated.

Each test will have a set number of questions each worth 1 mark. For Level 2 there will be 40 questions in the test and 50 for Level 3. The main question format is to choose the correct response from one of four answers, either through answering a question or completing a statement. There is no use of questions with more than one right answer.

No questions will require specific manipulation, such as “drag and drop” and there are no videos. Some images are used and may be presented in colour.

The tests may use images both for the context of a question (eg showing a situation) or for the answer options (eg selecting the correct sign). The learner will be asked to select the correct picture for the right answer.

## Onscreen Test Delivery

Tests are available through the Edexcel Onscreen Testing System, which all centres will be required to install and use for the delivery of onscreen tests.

The Edexcel Onscreen Testing System has a useful help facility; assessors and invigilators should familiarise themselves with the screen and ensure that there is time for candidates to fully explore the information on the help screen before starting the test.

Centres requiring support in the installation and use of the Edexcel Onscreen Testing System should contact our Onscreen Testing team via email [Onscreentesting@edexcel.org.uk](mailto:Onscreentesting@edexcel.org.uk) or telephone 0870 240 9819 selecting option 1 for support.

## Structure of each paper

For the purposes of assessment, all the content of the published specification will be considered to be open to testing in detail against any of the related indicative assessment statements. Each test will provide a broad test of key principles and typical situations found in a Customer Service environment. Learners will be assessed across all the indicative assessment statements to provide adequate evidence of learning and achievement.

Tests need not be sequenced in the order of the criteria. No test item will rely on or directly follow on from another test item.

Candidates are advised to use the time allocated for the test carefully. All questions in the test should be attempted. Candidates are advised to use the “flag” facility to mark questions that they wish to return to when they have answered the other questions in the test.

After completing the test, each candidate will receive a score report which will show the candidate’s individual strengths and weaknesses against the areas covered on the test. Unsuccessful candidates should use this information when revising to re-take the test.

Candidates who are unsuccessful will be eligible to re-take the test on the following day. However, it is strongly recommended that a period of revision against weak areas identified on the score report takes place before the test is attempted again.

## Question types

The tests will be comprised of both recall and application question types.

Recall questions test the learner's knowledge of the subject area. They are typically lower level questions and as such there will be more recall questions on a Level 2 test than there will be on a Level 3 test. An example of a recall question is given below:

When should you prioritise work tasks?

Application questions test whether the learner can apply the knowledge of the subject area to a situation given in the question. These questions are higher level questions as they are testing more than just knowledge. As such, there will be more application questions on a Level 3 test than in a Level 2 test. An example of an application question is given below:

Time is running out on a project. What should you do?

## Unit Content

The indicative assessment criteria can be found in *Guidance and Units Edexcel Level 2 BTEC Certificate in Customer Service* and *Guidance and Units Edexcel Level 3 BTEC Certificate in Customer Service*. The unit specification details the knowledge required in order for learners to be successful in the onscreen test. While all the knowledge can not be tested within one test, the different versions of the test will all cover this knowledge. Therefore it is essential that learners are deemed to have a full knowledge of the test specification content before being entered for the onscreen test.

To aid centres in preparing learners for the onscreen test, the test specification also contains some indicative statements against each learning outcome. These indicative statements can be used as a guide to the type of knowledge that the questions may cover in the onscreen test. However, they are indicative statements and as such are not exhaustive. They are illustrative and for guidance purposes only.

## Learning Outcomes Level 2

Know what is meant by the terms 'customer' and 'customer service'	4 marks
Know how customer service can affect an organisation's reputation and contribute to its success or failure	5 marks
Understand the relationship between customer expectations and customer satisfaction and service delivery	4 marks
Understand how different staff within organisations contribute to customer service delivery	4 marks
Understand why it is important to know what an organisation does and the key features and benefits of its products and services	3 marks
<b>Unit 1 overall</b>	20 marks
Know that there are rules which limit what you can and cannot do for customers	7 marks
Know some of the key things in providing customer service that you must do and not do by law	6 marks
Know that staff should refer to somebody in authority when they need help in delivering customer service	3 marks
Understand why organisations apply internal procedures in addition to legal or regulatory requirements	4 marks
<b>Unit 2 overall</b>	20 marks

## Learning Outcomes Level 3

Know how organisations plan and build a customer service offer	10 marks
Know how customer service can provide a competitive advantage or added value to an organisation	6 marks
Know how effective delivery of customer service contributes to customer satisfaction	6 mark
<b>Unit 1 overall</b>	<b>22 marks</b>
Understand why it is important to take into account organisational policies and procedures when developing customer service	5 marks
Understand why a customer service professional might need to involve other members of their organisation when planning and implementing improvements and developments	5 marks
Understand how and why an individual's authority to plan or implement change is limited	4 marks
Understand the significance of key legislation and any regulatory requirements to be taken into account when developing customer service	8 marks
Understand how organisations balance legal and regulatory requirements against their own needs and objectives when developing customer service	6 marks
<b>Unit 2 overall</b>	<b>28 marks</b>

## Sample Questions

### Level 2 Unit 1

L01	What does good customer service lead to?
L02	What is a key part of good customer service?
L03	What <b>must</b> a company do to improve customer service delivery?
L04	Why should staff smile when answering telephone calls from customers?
L05	How is a public sector organisation funded?

### Level 2 Unit 2

L01	What must you do when a customer breaks a fragile item while handling it?
L02	The Sale of Goods Act (1979) states that goods <b>must</b> be...
L03	Who would be <b>most</b> likely to authorise a customer request for a £5 refund?
L04	What is the purpose of a company mission statement?

### Level 3 Unit 1

L01	What is the <b>main</b> aim of a public sector organisation?
L02	What is a benchmark?
L03	What is a service partnership?

### Level 3 Unit 2

L01	How can an organisation build its service offer?
L02	Why does an organisation have a policy that customers returning goods should be dealt with by a supervisor?
L03	When an organisation makes changes to a procedure who should be informed?
L04	Which law makes it illegal for married employees to be treated differently?
L05	Which law <b>might</b> a strict uniform policy contravene?