



LCCI

International
Qualifications from EDI

Marketing and Customer Service Qualifications

**For further
information
contact us:**

Tel. +44 (0) 8707 202909
Email. enquiries@ediplc.com
www.lcci.org.uk

London Chamber of Commerce and Industry (LCCI) International Qualifications are provided by EDI, a leading international awarding body.

To find out more about the qualifications and services we offer

visit www.lcci.org.uk

Contents

About LCCI International Qualifications from EDI	4
How can LCCI International Qualifications benefit you and your candidates?	5
International recognitions	5
Marketing and Sales Qualifications	6
Customer Service Qualifications	11
Examination availability	15
Support materials	16
Support publications	17
LCCI Annual Qualification Reviews	18

About LCCI International Qualifications from EDI

London Chamber of Commerce and Industry International Qualifications (LCCI IQs) have been awarded since 1887 and are recognised by employers, governments and universities worldwide. In 2003, the London Chamber of Commerce and Industry Examinations Board merged with Goal assessments, a pioneer in online testing, forming EDI.

EDI has now become one of the UK's leading awarding bodies, accredited by the British government. We also work closely with Ministries of Education around the world.

LCCI International Qualifications are offered through a growing network of over 4,000 centres, supported by extensive learning resources and easy online administration. The qualifications are taken in over 80 countries and each year over 500,000 are awarded across the globe.

LCCI offers qualifications and diplomas in a range of subject areas, covering all the key functions of business:

- Languages
- Financial and Quantitative
- Marketing and Customer Service
- Business, Administration and IT

The examinations assess the professional knowledge of the subject and are tested in English. For those candidates for whom English is not the first language, the required level of English ability can be found in each syllabus.

LCCI International Qualifications enjoy widespread recognition from employers, universities and professional bodies in the UK.

How can LCCI International Qualifications benefit you and your candidates?

Features

LCCI brand renowned for over 100 years in over 80 countries

Comprehensive range of qualifications and subject areas

Available at a range of levels

Online registration

On Demand examinations availability

Responsive service

Supported by extensive learning resources including textbooks, practice tests and comprehensive downloadable materials

Benefits

Well established and internationally recognised certificates to provide your students with global marketability

Can be used as either stand alone qualifications or as preparation for higher learning

Suitable for students of all ages and experience. Progression routes to higher education and employment

Easy to administer

Flexible - organise the examination whenever best suits your needs

Quick results turnaround

Confidently prepare students for LCCI examinations

International recognitions

- Universities
- Employers
- Governments
- Schools
- Civil Service
- Chambers of commerce
- Professional bodies
- Employment offices
- Trade unions

For more information on the international recognitions of LCCI International Qualifications, visit www.lcci.org.uk.

Marketing and Sales Qualifications

Introductory Certificate in Marketing (ICM)

Product code: ASE10140

Designed as an introduction to the fundamental principles surrounding marketing. Perfect for short courses and with an accompanying workbook to help students prepare for the final examination, ICM helps candidates gain essential knowledge to help them progress to LCCI Marketing level 2.

Aims

The aims of this qualification are to enable candidates to understand:

- the principles of marketing
- marketing as a business function
- basic techniques used in the marketing of products and services

Syllabus Topics

- Introduction to marketing
- Customer behaviour
- Marketing research
- The marketing mix
- Marketing communications

Assessment

Assessment for the qualification is by paper-based objective testing of knowledge and skills. The test consists of a mix of objective questions such as true/false, multiple choice, simple calculations with number entry, document/form completion, cloze and multiple response.

Marketing (level 2)

Product code: ASE2025

Our level 2 Marketing qualification is intended for those new to marketing as a business function, or those who wish to obtain a formally recognised professional qualification.

Aims

The aims of this qualification are to enable candidates to develop:

- the marketing concept
- the fundamental techniques applied to the marketing of products and services

Syllabus Topics

- Marketing management
- Marketing planning
- Customer and consumer behaviour
- Marketing research
- The marketing mix
- Promotion
- General issues

Assessment

Assessment is through a 2 hour examination consisting of 20 questions, all of which must be answered. All questions are worth 5 marks each.

Marketing (level 3)

Product code: ASE3025

Our level 3 Marketing qualification is intended for those who are entering the marketing profession or who already hold a post in marketing.

Aims

The aims of this qualification are to enable candidates to develop:

- a broad strategic understanding across the full range of marketing activities, including advertising, PR, sales promotion and market research
- a sound knowledge of current trends and changes in marketing practice, brought about by technology and the internet
- the ability to apply this understanding to real life marketing scenarios
- the ability to illustrate their understanding through the use of real experiences, or created examples, of marketing

Marketing (level 3) continued

Syllabus Topics

- The nature of marketing
- The role of marketing
- Marketing organisation
- Market research, analysis and decision
- Marketing implementation, strategies and tactics
- International marketing
- Marketing, IT and the internet

Assessment

Assessment is through a 3 hour examination consisting of 10 questions, of which 5 must be answered.

Selling and Sales Management (level 3)

Product code: ASE3030

Our Selling and Sales Management qualification is intended for those who are working, or are preparing to work, in sales and require a knowledge and understanding of selling techniques and how to manage the sales process.

Aims

The aims of this qualification are to enable candidates to develop:

- selling skills and techniques
- an understanding of sales administration
- an ability to manage the sales process
- an appreciation of sales records analyses

Syllabus Topics

- Establish a sales plan
- The selling function
- Distribution channels
- Recruitment and training
- Sales management
- Sales forecasting, budgeting and evaluation
- Sales records
- Legal and ethical issues in selling
- Sales organisation and control

Assessment

Assessment is through a 3 hour examination consisting of 10 questions, of which 5 must be answered.

Advertising (level 3)

Product code: ASE3002

Our Advertising qualification is intended for those wishing to begin a career in advertising either in a commercial or industrial company or in a non-profit organisation that undertakes advertising on an extensive scale.

Aims

The aims of this qualification are to enable candidates to develop:

- knowledge and understanding of advertising as part of the marketing of products, services and organisations
- relevant advertising messages within constraints of law and codes of practice
- an awareness of the principles of delivering relevant messages to the selected target audiences
- advertising material aimed at the selected target audiences

Syllabus Topics

- The role of advertising
- Types of advertising
- The advertiser
- The advertising agency
- Creating press advertisements
- Creating broadcasting commercials
- Producing advertisements
- Production of commercials
- Selection of media
- Media research
- Media planning and buying
- Voluntary controls
- The law and advertising
- Advertising evaluation and assessment
- The impact of technology

Assessment

Assessment is through a 3 hour examination consisting of 10 questions, of which 5 must be answered.

Public Relations (level 3)

Product code: ASE3029

Our Public Relations qualification is intended for those who wish to acquire a background of the core activities found in both public relations consultancies and in-house departments.

Aims

The aims of this qualification are to enable candidates to develop a broad understanding in the key areas of:

- media relations
- publics and the media
- the nature of public relations
- the organisation of public relations
- sponsorship

Syllabus Topics

- The nature of public relations
- The publics of public relations
- Law and voluntary codes
- Public relations in developing countries
- Export public relations
- Community relations
- The organisation of public relations
- Planning and preparation of public relations
- Media relations
- Channels of communication: method and techniques
- Audio and visual aids
- Public relations own media
- Exhibitions
- Sponsorship
- Ancillary services
- Research
- Development and trends

Assessment

Assessment is through a 3 hour examination consisting of 10 questions, of which 5 must be answered.

Customer Service Qualifications

Customer Service (level 2)

Product code: ASE2014

Our level 2 qualification is intended for those who are working, or intend to work, in an environment where direct contact with internal and/or external customers forms a major part of their work.

Aims

The aims of this qualification are to enable candidates to develop:

- knowledge and understanding of the elements of good customer service
- the ability to apply these elements to realistic situations
- an understanding of personal behaviours and processes that enhance service delivery
- the ability to apply these behaviours and processes within the job role

Syllabus Topics

- The role of customer service
- Delivering reliable service
- Communicating directly with customers
- Dealing with customer complaints

Assessment

Assessment is through a 2 hour 30 minute examination consisting of 6 questions, 4 of which must be answered.

Customer Service (level 3)

Product code: ASE3014

Our level 3 qualification is intended for those who are working, or intend to work, in an environment where customer service is seen as a competitive advantage.

Aims

The aims of this qualification are to enable candidates to develop:

- knowledge and understanding of the advanced concepts in developing and delivering good customer service
- an appreciation of systems and procedures that enhance delivery of reliable and effective service
- an understanding of personal behaviours and processes that enhance and influence service delivery
- the ability to apply these behaviours and processes within the job role, in realistic situations

Syllabus Topics

- The developing role of customer service
- Reliability in service systems
- Communicating with internal and external customers
- Solving customer problems
- Influencing effective change

Assessment

Assessment is through a 3 hour examination consisting of 10 questions, of which 5 must be answered.

Certificate in Contact Centre Skills (level 2)

Product code: ASECCS2

This qualification is aimed at those who are intending to work in a Contact Centre job role where they will be expected to work autonomously handling inbound and outbound customer calls. It is also suitable for those who already working in such a role and who wish to develop further knowledge and skills to support their work. The qualification is based on the current UK National Occupational Standards (NOS) for Contact Centres and will be awarded to candidates who successfully complete the learning outcomes and assessments for both of the following units:

- Unit 1 Understanding Contact Centre Operations (unit code: ASE10174)
- Unit 2 Handling Inbound and Outbound Calls (unit code: ASE10175)

Certification is also available at the unit level.

Aims

The aims of this qualification are to enable candidates to develop:

- a broad understanding of the nature, functions and operations of a Contact Centre
- a clear understanding of the individual's role in acquiring customers and providing reliable customer service
- an awareness of how to improve the performance of the individual, team and organisation in order to contribute to business success
- the necessary skills, techniques and knowledge to enable them to autonomously handle inbound and outbound customer calls effectively.

Syllabus Topics

Unit 1: Understanding Contact Centre Operations

- Contact centre operations and management
- Providing reliable customer service
- Acquiring customers
- Developing personal and organisational effectiveness

Unit 2: Handling Inbound and Outbound Calls

- Handling incoming calls requesting routine product or service advice/support
- Handling inbound sales calls
- Making outbound sales calls
- Call handling techniques
- Dealing with challenging service situations
- Actions associated with call handling
- Follow-up actions to call handling

Assessment

Assessment is by a combination of a multiple-choice test and practical call handling assignments. More information on the assessments can be found in the Support Pack on the LCCI website.

Certificate in Contact Centre Supervisory Skills (level 3)

Product code: ASECCSS3

This qualification is suitable for candidates who already have the knowledge, understanding and skills needed to work competently in a Contact Centre call handling role, and now wish to progress to a supervisory or senior role where they will be expected to lead a team and handle non-routine and complex customer calls autonomously. The qualification is based on the current UK National Occupational Standards (NOS) for Contact Centres and will be awarded to candidates who successfully complete the learning outcomes and assessments for both of the following units:

- Unit 1 Leading and Managing People and Resources (unit code: ASE10176)
- Unit 2 Handling Non-Routine and Complex Calls (unit code: ASE10177)

Certification is also available at the unit level.

Aims

The aims of this qualification are to enable candidates to develop:

- an in-depth knowledge and understanding of the principles, techniques and practices necessary for effective team leadership and team development
- an understanding of the principles and techniques necessary for planning and managing staff, resources and operations effectively
- knowledge and understanding of the advanced principles and techniques used in developing and delivering excellent customer service
- the necessary skills, techniques and knowledge to enable them to handle effectively non-routine and complex customer calls autonomously.

Syllabus Topics

Unit 1: Leading and Managing People and Resources

- Leading and developing contact centre teams
- Staff resource planning and people management
- Managing the delivery of excellent customer service
- Managing operations and contact centre technologies

Unit 2: Handling Non-Routine and Complex Calls

- Handling incoming calls for non-routine customer problems/requests
- Handling inbound sales calls for complex or multiple products/services
- Making outbound sales or service calls for complex or multiple products/services
- Call handling techniques
- Dealing with challenging service situations
- Actions associated with call handling

Assessment

Assessment is by a combination of a multiple-choice test and practical call handling assignments. More information on the assessments can be found in the Support Pack on the LCCI website.

Examination availability

LCCI International Qualifications are available on specific days throughout the year, known as series dates. In addition to this, some LCCI IQs are available On Demand, giving complete flexibility and the ability to schedule an examination at a time most convenient to the centre and the candidates. Availability of our Marketing and Customer Service Qualifications is listed below.

Examination	Series available
Introductory Certificate in Marketing	On Demand
Marketing (level 2)	3 and 4
Marketing (level 3)	2, 3 and 4
Selling and Sales Management (level 3)	2, 3 and 4
Advertising (level 3)	2, 3 and 4
Public Relations (level 3)	2, 3 and 4
Customer Service (level 2)	3,4 and On Demand
Customer Service (level 3)	3,4 and On Demand
Certificate in Contact Centre Skills (level 2)	On Demand
Certificate in Contact Centre Supervisory Skills (level 3)	On Demand

Support materials

To enhance our Marketing and Customer Service qualifications, we offer a wide range of support materials designed to help you deliver our qualifications and your candidates pass their examinations.

- Extended syllabuses cover the topics that should be included when delivering a course leading to one of our qualifications. You will find them invaluable when designing courses and planning lessons.
- Model answers provide examples of ideal examination answers, as well as helpful hints and advice on examination technique.

Support publications

A range of 'How to Pass' books is available to prepare students for the LCCI International Qualifications examinations. The books are written by our Chief Examiners, and are invaluable as both course texts and revision guides.

- How to Pass Levels 2 and 3 Marketing
- How to Pass Level 3 Advertising
- How to Pass Level 3 Public Relations
- How to Pass Level 2 and 3 Customer Service

Visit www.lcci.org.uk for a full list of our publications and to obtain an order form for your chosen books. You can also use the site to download extended syllabuses, model answers and past papers.

LCCI Annual Qualification Reviews

Centres are able to download Annual Qualification Reviews for the most popular LCCI International Qualifications. The Annual Qualification Reviews provide support and guidance to centres, helping teachers to prepare their candidates for taking the examinations.

For further information, please email the EDI enquiries team, enquiries@ediplc.com.

**Share in the success of millions
of students around the world
using LCCI International Qualifications**

To find out more,
contact the EDI enquiries team or
your local office, who will:

- Explain how you can become an LCCI IQ accredited centre
- Provide you with more information on your chosen qualifications

EDI

International House
Siskin Parkway East
Middlemarch Business Park
Coventry CV3 4PE
UK

Tel. +44 (0) 8707 202909

Fax. +44 (0) 2476 516505

Email. enquiries@ediplc.com

www.ediplc.com