

# Focus Awards Level 1 Certificate in Customer Service (RQF)

## Overview

The Level 1 Certificate in Customer Service (RQF) is an accredited and UK Ofqual regulated 100% online qualification. Level 1 Customer Service Certificate is intended for training online those who deal with customers regularly or wish to deal with customers as part of their job role. This certificate in customer service will give you a basic understanding and skills you will need to work in and support customer service delivery. The Level 1 Customer Service Certificate program also enables the learners to obtain a Certified Customer Service Specialist qualification to deal with various clients and function entirely in the customer service environment. This online customer service course aims at training learners and helps build a career in the customer service industry. For more information or clarification, please contact our team for free and comprehensive advice.

## Duration and Delivery

This is an online Level 1 Customer Service course with a certificate and is designed to be completed at the pace that suits you the best. This fast track Level 1 accredited customer service training courses can take as little as 2 weeks of full-time study or 3 months of part-time study to become a Certified Customer Service Professional. The certificate in customer service is delivered through our Virtual Learning Environment (VLE), which refines your customer service skills. Our online tutor support is there to facilitate you to achieve your success rate accordingly.

## Assessment & Verification

All units within this Customer Services (CS) Level 1 Certificate are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, detailed guidance for which will be provided by the tutor. You will receive tutor support once you are enrolled on our online portal to assist you in reaching your goals.

## Eligibility Criteria

There are no specific entry requirements for this qualification. However, the learners must be 16 years or above to get themselves enrolled in this course.

## Progression

This is a thorough qualification of Level 1 Certificate in Customer Service, which helps learners enhance their career profile in principles of customer service level 2. Successful completion of this 100% accredited online course, customer service training certificate will be given that enables learners to proceed to the following qualifications:

- Level 2 Certificate in Customer Service
- Level 2 Diploma in Business Administration
- Level 3 Diploma in Business Administration
- Level 3 Diploma in Customer Services (RQF)
- Level 2 NVQ Diploma in Business Improvement Techniques (RQF)
- NCFE Level 2 Diploma in Skills for Business

178	Guided Learning Hours
230	Total Quality Time
8	Units
23	Credits

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## Unit Structure

- ✓ Understand Working in a Customer Service Environment
- ✓ Communication in Customer Service
- ✓ Principles of Personal Performance and Development
- ✓ Principles of Working in a Business Environment
- ✓ Work with Others in a Business Environment
- ✓ Communicate with Customers in Writing
- ✓ Process Information about Customers
- ✓ Meeting Customers' After Sales Needs