

**THIS IS TO CERTIFY THAT**

**HAS BEEN AWARDED**

Focus Awards Level 2 Diploma in Customer Service (RQF)

This achievement included the successful completion of  
the units detailed on the Unit Summary

QRN: 601/8842/X  
Centre Name: Britannia School of Leadership and Management  
Date Awarded: 13/06/2025  
Candidate Number: 190227006  
Certificate Number: 190227006



  
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Verify Authenticity via QR Code on the Unit Summary