

THIS IS TO CERTIFY THAT

HAS BEEN AWARDED

Focus Awards Entry Level  
Certificate for Introduction to Customer Service (Entry 3) (RQF)

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

QRN: 601/8684/7  
Centre Name: Britannia School of Leadership and Management  
Date Awarded:   
Candidate Number:   
Certificate Number:

Chief Executive  
Focus Awards

Chair  
Focus Awards

