

Business & Industry

Level 1 Award in Customer Service

This qualification is designed to provide learners with the skills, knowledge and competences to operate successfully as customer service workers within a wide variety of industry contexts.

These qualifications will provide learners with an opportunity to:

- Gain the skills and knowledge as well as the correct approach for working within a customer service role across a wide cross-sector of industries where customer service is a requirement of the day-to-day job.
- Develop their skills for carrying out tasks in a service role such as, for example, dealing with routine and non-routine customer queries, effective customer communication skills using a variety of media, meeting customer needs, complaint resolution, customer relationship management and after-sales service.

How long will it take me to achieve this qualification?

The total qualification time for this qualification is 230 hours, of which 143 are recommended as guided learning hours.

The learner must achieve a minimum of 23 credits. 14 credits from Mandatory Group A and a minimum of 6 credits from Optional Group B. A maximum of 3 credits can be achieved from Optional Group C.

How is the qualification assessed?

The qualification must be assessed in line with the 'Skills CFA Assessment Strategy Competence units (S/NVQ) Business Administration, Customer Service, Management and Leadership'. The Customer Service qualification is an internally assessed qualifications. Learners must provide evidence of learning and achievement against all of the assessment criteria specified within each unit.

What next?

Learners successfully completing this qualification may wish to progress onto further qualifications, such as:

- Level 2 Diploma in Customer Service.
- Level 3 Diploma in Customer Service.
- Level 2 Diploma in Team Leading

Where can this course be taken?

Please contact us for your nearest centre on: 0191 587 8156.

