



Customer Service

Level 2 Award in Customer Service (RQF)

- The objective of this qualification is to support learners working or preparing to work in a customer service role or where using a telephone is a part of their role. It is suitable for all industries where customer service is a requirement. The qualification covers the principles of customer service including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques as well as ways to deal with problem customers

How long will it take me to achieve this qualification?

- The total qualification time for this qualification is 7 and of this 6 are recommended as guided learning hours.
- TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance

How is the qualification assessed?

- The qualification is assessed by a multiple-choice question examination. The examination for this qualification contains 30 questions that must be completed within 1 hour. The pass mark is 66%.

What next?

- Learners successfully completing this qualification may wish to progress onto further qualifications, such as:
- Level 2 Award in Risk Assessment
- Level 2 Award in Health and Safety in the Workplace
- Level 3 First Aid either 3 Day FAW or 1 Day EFAW

Where can this course be taken?

At our Specialist Training Centre in Pulborough West Sussex or at a Suitable Business Facility or Training Venue provided by you

Qualification Number: 600/6685/4 Credit Value: 1