

| ACCREDITED |

CUSTOMER SERVICE

This qualification has been designed to prepare learners for employment and support learners who are new to the customer service sector and wish to improve their knowledge of this area, resulting in the achievement of a nationally recognised qualification.

The qualification provides learners with knowledge and understanding in customer service for learners who deal, or intend to deal, with customers on a daily basis, as part of their job role. It is applicable to a variety of work environments.

The qualification provides learners with knowledge, understanding and skills in customer service such as:

- Understanding working in a customer service environment
- Working with others
- Communicating with customers
- Processing information



LEVEL 1



COST ENQUIRE

HOW LONG WILL IT TAKE ME TO ACHIEVE THIS QUALIFICATION?

Suggested delivery time for this qualification is approximately 30-60 hours, with some online learning.

HOW IS THE QUALIFICATION ASSESSED?

You will produce a portfolio of evidence, containing a workbook which your teacher will assess and mark.

WHAT NEXT?

On successful completion of this qualification, learners may wish to continue their development by undertaking the following qualification:

- Level 2 in Customer Service

