



Step Up Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 1 Award in Customer Service
Qualification achieved	Highfield Level 1 Award in Customer Service (RQF) 601/7005/0

Qualification Structure	
<p>This qualification is assessed by portfolio of evidence:</p> <ul style="list-style-type: none"> • Individual self-study, research and evidence gathering at home under the guidance of your personal assessor • Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor <p>The learner will build a portfolio of evidence based on the criteria required to complete this qualification</p> <p>There are no exams required to achieve the qualification</p>	
Qualification Duration	
<p>The duration of the qualification is dependent on a learners prior learning or prior achievements, as this may reduce the amount of time spent in preparing the learner for assessment. However, the total qualification time is 60 hours, with 30 hours recommended as guided learning hours.</p> <p>This equates to approximately a 2-week timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor</p>	
Costs	
<p>This course is £125 50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.</p>	
Who can enrol for this course?	
<p>Must be aged 16+.</p>	
Entry requirements	
<p>There are no specific entry requirements however it is recommended that all learners are assessed by the Centre to ensure they have a fair opportunity. This will also allow the program to be tailored to meet your individual needs.</p>	
Who is this qualification suitable for?	
<p>The objective of this qualification is 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.</p>	

The qualification provides learners with the 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 and is applicable to a variety of work environments.

This qualification covers the basic knowledge required to deliver reliable customer service through an understanding of customer expectations and needs. It also provides you with the knowledge to deal effectively with customer queries, problems and complaints.

This qualification is a starting point for anyone wanting a career in the customer service sector. Roles could include any job that includes customer service, such as, but not limited to:

- Call centre operative
- Shop assistant
- Hair salon assistant
- Bank assistant

Certification

Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.

Enrolment

Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content

Learners must complete 6 credits from the one mandatory unit.

Mandatory units

- Principles of Customer Service (Level 1, Credit Value 6)