



Step Up Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 2 Award in Customer Service
Qualification achieved	Highfield Level 2 Award in Customer Service (RQF) 600/6685/4

Qualification Structure	
<p>You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification. Final assessment is via a multiple-choice exam which is graded as pass/fail.</p> <p>The examination for this qualification contains 30 questions that must be completed within 1 hour. The pass mark is 20/30 which equates to 66%.</p>	
Qualification Duration	
<p>The duration of the qualification depends on whether the learner has had prior learning or prior achievements as this may reduce the preparation time needed for the assessment. However, the total time for this qualification is 7 hours.</p> <p>6 of these hours are recommended as guided learning hours with an hour allocated for pre-course reading and study</p>	
Costs	
<p>This course is £135 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 is no formal entry requirement however it is recommended that any learner should have at least a basic level of English</p>	
Who is this qualification suitable for?	
<p>This qualification is designed for learners working on preparing to work in a customer service role, or where a telephone is a part of their role.</p> <p>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.</p>	
Certification	
<p>Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.</p>	

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 one mandatory unit:

Mandatory units

- Principle of Customer Service (Level 2, Credit Value 1)