



## Focus Awards Level 1 Award in Customer Service (RQF)

### Overview

The Level 1 Award in Customer Service (RQF) is an accredited and Ofqual regulated 100% online, knowledge-based qualification. This level 1 Customer Service award aims to provide learners with the skills and knowledge needed to deliver the best customer service and professionally deal with customer requests, queries, and complaints. This Level 1 Customer Service Award is intended for learners who are new to the customer service industry and want to expand their experience while earning a nationally recognised qualification. The customer care awards offer outstanding customer-service experience and understanding to learners who communicate with customers regularly as part of their job role and contribute to various work settings. For more information or clarification, please contact our team for free and comprehensive advice.

### Duration and Delivery

This Level 1 Award in Customer Service is designed to be completed online at the pace that suits you the best. This fast track Level 1 Customer Service Award can take as little as 2 days of full-time study or 2 weeks of part-time study to become a certified customer service professional. The qualification is delivered through our Virtual Learning Environment (VLE), which refines your customer service skills. Our online tutor support is there to facilitate you to achieve your success rate accordingly.

### Assessment and Verification

All units within this customer services (CS) qualification are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, detailed guidance for which will be provided by the tutor. You will receive tutor support once you are enrolled on our online portal to assist you in reaching your goals.

### Progression

The qualification of Level 1 Award in Customer Service Certificate in customer service management, which helps learners enhance their career profile. Successful completion of this 100% accredited online course enables learners to proceed to the following qualifications:

- Level 2 NVQ Certificate in Customer Service (RQF)
- Level 3 Diploma in Customer Services (RQF)
- NCFE Level 2 Diploma in Skills for Business
- Level 2 Diploma in Business Administration (RQF)

## Apply Now

<b>30</b>	<b>Guided Learning Hours</b>
<b>60</b>	<b>Total Quality Time</b>
<b>1</b>	<b>Units</b>
<b>6</b>	<b>Credits</b>

### Entry Requirements

There are no specific entry requirements for this qualification. However, the learners must be **16 years or above** to get themselves enrolled in this course.

### Unit Structure

**Unit 1:** Principles of Customer Service