



## Focus Awards Level 2 Certificate in Customer Service (RQF)

### Overview

The Level 2 Certificate in Customer Service (RQF) is an accredited, and Ofqual regulated 100% online qualification. The Level 2 Customer Service Certificate program is aimed at learners who are currently working in or hoping to work in a customer service role. This Customer Service (CS) training online qualification aims to provide learners with fundamental knowledge of customer service, customer environment legislation, and customer service and brand relationship. Learners will have the ability to expand their expertise and interpersonal skills in communication, make a successful first impression, engage with customers in various situations, and resolve customers' problems by customer service principles. You are not required to have any prior qualification or experience to start this course, just a passion for customer services.

### Duration and Delivery

This Certificate in Customer Service Management is designed to be completed online at the pace that suits you the best. This fast track accredited Customer Service training course with a certificate can take as little as 7 days of full-time study or 4 weeks of part-time study to become a Certified Customer Service Professional. The Level 2 Certificate in Customer Service 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 Service qualification online are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, witness testimony and/or direct observation, 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

This is a thorough qualification of Level 2 Certificate in Customer Service Certified course, 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 Diploma in Business Administration
- Level 3 Diploma in Business Administration
- Level 3 Certificate in the Principles of Business and Administration (RQF)
- Level 3 Diploma in Customer Services (RQF)
- NCFE Level 3 Diploma in Skills for Business
- OTHM Level 3 Diploma in Business Studies
- OTHM Level 3 Foundation Diploma in Accountancy

## Apply Now

<b>115</b>	Guided Learning Hours
<b>130</b>	Total Quality Time
<b>2</b>	Units
<b>13</b>	Credits

### 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:** Supporting the Customer Service Environment

**Unit 2:** Delivery of Effective Customer Service