

Focus Awards • Entry Level 3 • Qualification No. 601/8684/7

Entry Level Certificate for Introduction to Customer Service (Entry 3)

A fast, 100% online introduction to customer service — for learners further from the job market who want to build skills and confidence for customer-facing work.

Ready to get started?

Enrol on the Entry Level Certificate for Introduction to Customer Service (Entry 3) today and get instant access to your Virtual Learning Environment.

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CREDITS

130

TQT

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GLH

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UNITS

■ Overview

The Entry Level Certificate for Introduction to Customer Service (Entry 3) is an accredited, Ofqual-regulated, 100% online qualification. It introduces basic customer service terms and procedures and gives learners the skills and knowledge to deliver a good customer experience and deal professionally with requests, queries and complaints.

■ Who is it for?

It is designed for learners who are further away from the job market and need help building the ability and confidence to move on to further training and customer-facing work in a variety of sectors. No prior qualification or experience is needed — just a passion to become a Customer Services Representative.

■ Duration & delivery

Study online at your own pace through our Virtual Learning Environment (VLE), with unlimited tutor support available throughout.

2 weeks full-time

2 months part-time

■ Assessment & verification

All units are internally assessed by qualified assessors and externally verified by the awarding organisation. Assessment takes the form of written assignments, with detailed guidance from your tutor once you are enrolled.

■ Progression

Completing this qualification helps learners build their career profile and enables them to progress to:

Level 1 Certificate in Customer Service

Level 2 Certificate in Customer Service

Level 1 Award in Customer Service (RQF)

Level 2 Diploma in Business Administration

Level 3 Diploma in Business Administration

■ Course facts

 Awarding body
 Qualification No.
 Level
 Regulator
 Study mode
 Minimum age

Focus Awards
601/8684/7
Entry Level 3
Ofqual
100% online
16+

■ Unit structure

- 1 Introduction to Customer Service
- 2 Legislation, Regulation and Procedures to Follow in Customer Service
- 3 Working in Customer Service
- 4 Communicate Effectively with Customers
- 5 Understand How to Deal with Queries and Requests
- 6 Record and Communicate Customer Problems

■ Entry requirements

There are no specific entry requirements for this qualification. Learners must be 16 years or older to enrol.

Have a question?

Our advisors can talk you through funding, timelines and next steps — free, no obligation.

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