BRITANNIA SCHOOL of LEADERSHIP & MANAGEMENT

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Focus Awards · Level 1 · Qualification No. 601/8686/0

Level 1 Certificate in Customer Service (RQF)

A 100% online certificate in customer service — for anyone who deals with customers, or wants to, as part of their job role.

Ready to get started?

Enrol on the Level 1 Certificate in Customer Service today and get instant access to your Virtual Learning Environment.

Apply Now

Speak to an advisor

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CREDITS	TQT	GLH	UNITS

Overview

The Level 1 Certificate in Customer Service (RQF) is an accredited, Ofqual-regulated, 100% online qualification. It gives learners a basic understanding of, and the skills needed to work in and support, customer service delivery.

Who is it for?

It's designed for anyone who deals with customers regularly, or wants to as part of their job, and who is looking to advance their job prospects and build a rewarding career in customer service with a nationally recognised qualification.

Duration & delivery

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

2 weeks fast-track **3 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 full guidance provided by your tutor once you're enrolled. There is no exam.

Career paths

- Customer Service Admin Assistant
- Customer Care Assistant
- Retail Assistant
- Trainee Customer Service Executive
- Customer Service Representative
- Customer Liaison Officer

Course facts

Awarding body	Focus Awards
Qualification No.	601/8686/0
Level	Level 1
Regulator	Ofqual
Study mode	100% online
Minimum age	16+

Entry requirements

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

Progression

Completing this qualification helps learners build their career profile and opens the door to further study, including:

- Level 2 Certificate in Customer Service (RQF)
- Level 3 Diploma in Customer Services (RQF)
- Level 2 Diploma in Business Administration (RQF)
- Level 3 Diploma in Business Administration (RQF)

Unit structure

1. Understand Working in a Customer Service Environment
2. Communication in Customer Service
3. Principles of Personal Performance and Development
4. Principles of Working in a Business Environment
5. Work with Others in a Business Environment
6. Communicate with Customers in Writing
7. Process Information about Customers
8. Meeting Customers' After Sales Needs

Have a question?

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

Apply now