

Focus Awards • Level 2 • Qualification No. 601/8842/X

Level 2 Diploma in Customer Service (RQF)

A 100% online diploma in customer service — for learners who deal with customers regularly and want a nationally recognised qualification.

Ready to get started?

Enrol on the Level 2 Diploma in Customer Service today and get instant access to your Virtual Learning Environment.

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45

CREDITS

450

TQT

245

GLH

11

UNITS

■ Overview

The Level 2 Diploma in Customer Service (RQF) is an accredited, Ofqual-regulated, 100% online qualification. It builds the experience, knowledge and skills to work effectively in a customer service role, covering established customer service principles alongside current approaches and channels such as online services and social media.

■ Who is it for?

It's intended for people who have, or will have, regular interaction with customers as part of their job role, and is especially suited to learners who already have some customer service experience and want to deal with difficult situations and strengthen their skills.

■ Duration & delivery

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

4 months fast-track, full-time

1 year part-time

■ Assessment & verification

All units are internally assessed by qualified assessors and externally verified by the awarding organisation. Learners build a portfolio of evidence — written assignments, witness testimony and/or direct observation — with full guidance from your tutor once you're enrolled. There is no exam.

■ Unit structure

- 1 Understand Employer Organisations
- 2 Manage Personal Performance and Development
- 3 Understand Customers
- 4 Develop Customer Relationships
- 5 Communicate with Customers in Writing

- 6 Principles of Customer Service
- 7 Deliver Customer Service
- 8 Resolve Customer Service Problems
- 9 Support Customer Service Improvements
- 10 Provide Post-transaction Customer Service
- 11 Negotiate in a Business Environment

■ Course facts

Awarding body	Focus Awards
Qualification No.	601/8842/X
Level	Level 2
Regulator	Ofqual
Study mode	100% online
Minimum age	16+

■ Entry requirements

Learners must be 16+ and employed in a relevant job role, with sufficient literacy and numeracy skills (preferably Level 2) to complete the course.

■ Career paths

- Customer Service Assistant
- Customer Service Representative
- Customer Support Officer
- Front Desk Receptionist
- Retail Sales Assistant
- Business Centre Agent

■ Progression

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

Level 3 Diploma in Customer Services (RQF)

Level 2 Diploma in Business Administration (RQF)

Level 3 Diploma in Business Administration (RQF)

Have a question?

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

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