

Focus Awards • Level 2 • Qualification No. 601/6275/2

Level 2 NVQ Certificate in Customer Service (RQF)

A 100% online, competence-based certificate in customer service — for learners already in a customer service role who want to build their skills.

Ready to get started?

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

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[Speak to an advisor](#)
28

CREDITS

280

TQT

200

GLH

6

UNITS

■ Overview

The Level 2 NVQ Certificate in Customer Service (RQF) is an accredited, Ofqual-regulated, 100% online, competence-based qualification. It builds the knowledge to handle day-to-day customer interactions sensitively, respectfully and effectively, with a focus on quality, plus communication and transferable skills that apply across industries.

■ Who is it for?

For learners already in a customer service role who can handle difficult customers, but want to improve their own skills and help raise their team's standard of service.

■ Duration & delivery

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

1 month fast-track

6 months part-time

■ Assessment & verification

All units are internally assessed by qualified assessors and externally verified by the awarding organisation, through a portfolio of written assignments, witness testimony and/or direct observation. There is no exam.

■ Career paths

- Customer Service Assistant
- Business Centre Agent
- Customer Service Representative
- Customer Support Officer
- Retail Sales Assistant
- Operations Support

■ 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)

■ Course facts

Awarding body	Focus Awards
Qualification No.	601/6275/2
Level	Level 2
Regulator	Ofqual
Study mode	100% online
Minimum age	16+

■ Unit structure

- 1 Communicate Using Customer Service Language
- 2 Follow the Rules to Deliver Customer Service
- 3 Communicate Effectively with Customers
- 4 Deliver Reliable Customer Service
- 5 Resolve Customer Service Problems
- 6 Support Customer Service Improvements

■ 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.

Have a question?

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

[Apply now](#)