

Focus Awards • Level 2 • Qualification No. 601/8669/0

Level 2 Certificate in Customer Service (RQF)

A 100% online certificate in customer service — for learners working in, or hoping to work in, a customer service role. No prior qualification needed.

Ready to get started?

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

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13

CREDITS

130

TQT

115

GLH

2

UNITS

■ Overview

The Level 2 Certificate in Customer Service (RQF) is an accredited, Ofqual-regulated, 100% online qualification. It gives learners fundamental knowledge of customer service, customer environment legislation, and the relationship between customer service and brand, and builds the interpersonal skills to make a strong first impression, engage customers in a variety of situations and resolve their problems.

■ Who is it for?

Job seekers and current employees who want a rewarding career in customer service. Business owners, entrepreneurs, managers, supervisors and team leaders at any level can also benefit. No prior qualification or experience is required — just a passion for customer service.

■ Duration & delivery

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

7 days fast-track, full-time

4 weeks 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, witness testimony and/or direct observation, with full guidance provided by your tutor once you're enrolled.

■ 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)

Level 3 Certificate in the Principles of Business and Administration (RQF)

OTHM Level 3 Diploma in Business Studies (RQF)

OTHM Level 3 Foundation Diploma in Accountancy (RQF)

■ Course facts

Awarding body	Focus Awards
Qualification No.	601/8669/0
Level	Level 2
Regulator	Ofqual
Study mode	100% online
Minimum age	16+

■ Unit structure

- 1 Delivery of Effective Customer Service**
- 2 Supporting the Customer Service Environment**

■ Entry requirements

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

■ Career paths

- Customer Service Assistant
- Business Centre Agent
- Customer Support Officer
- Retail Sales Assistant
- Customer Care Executive
- Customer Relationship Specialist

Have a question?

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

[Apply now](#)