

Focus Awards • Level 1 • Qualification No. 601/7705/6

Level 1 Award in Customer Service (RQF)

A fast, 100% online introduction to professional customer service — for anyone new to the industry who wants a nationally recognised qualification.

Ready to get started?

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

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6

CREDITS

60

TQT

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UNIT

■ Overview

The Level 1 Award in Customer Service (RQF) is an accredited, Ofqual-regulated, 100% online qualification. It gives learners the skills and knowledge to deliver excellent customer service and to handle customer requests, queries and complaints professionally.

■ Who is it for?

It's designed for people who are new to the customer service industry and want to build real-world experience alongside a nationally recognised qualification, across a wide range of work settings.

■ Duration & delivery

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

2 days fast-track, full-time

2 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, with full guidance provided by your tutor once you're enrolled.

■ Progression

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

Level 2 NVQ Certificate in Customer Service (RQF)

Level 3 Diploma in Customer Services (RQF)

Level 2 Diploma in Business Administration (RQF)

■ Course facts

Awarding body	Focus Awards
Qualification No.	601/7705/6
Level	Level 1
Regulator	Ofqual
Study mode	100% online
Minimum age	16+

■ Unit structure

1 Principles of Customer Service

■ Entry requirements

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

■ Career paths

- Trainee Receptionist
- Customer Service Admin Assistant
- Customer Care Assistant
- Retail Assistant
- Trainee Customer Service Executive
- Customer Service Representative

Have a question?

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

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