

Highfield Level 1 Certificate in Customer Service (RQF)

Who is this qualification for?

This qualification is aimed at learners who deal, or intend to deal, with customers on a daily basis as part of their job role and is applicable to a variety of work environments.

Optional Group A

Learners must achieve a **minimum of 6 credits** from this group

Unit reference	Unit title	Level	GLH	Credit
A/506/2094	Record details of customer service problems	1	14	3
A/506/2113	Deal with customer queries, requests and problems	1	11	3
T/506/2126	Communicate with customers in writing	2	20	3
H/506/2154	Deal with incoming telephone calls from customers	2	16	3
K/506/2155	Make telephone calls to customers	2	16	3
R/506/2134	Process information about customers	2	14	3

How long will it take?

To complete this qualification learners should expect to undertake 143 hours guided learning hours.

Assessment Method

This qualification is assessed by a portfolio/e-portfolio of evidence.

Optional Group B

Learners may achieve a **maximum of 3 credits** from this group.

Unit reference	Unit title	Level	GLH	Credit
H/506/1795	Manage time and workload	1	10	1
A/506/1799	Meet and welcome visitors in a business environment	1	20	2
F/503/0392	Contribute to sales activities in a contact centre	1	6	3
F/503/0361	Use specific features of contact centre systems and technology	1	12	3
T/505/4673	Health and safety procedures in the workplace	2	16	2
M/502/8587	Processing sales orders	2	17	2
R/502/8601	Meeting customers' after sales needs	2	14	3

Mandatory Group

Learners must achieve **all units** in this group

Unit reference	Unit title	Level	GLH	Credit
L/506/2083	Understand working in a customer service environment	1	25	3
Y/506/2085	Communication in customer service	1	14	2
L/506/1791	Principles of personal performance and development	1	30	3
R/506/1792	Principles of working in a business environment	1	25	4
Y/506/1793	Work with others in a business environment	1	18	2

Learners must achieve a **minimum of 23 credits overall.**

All units in mandatory group = 14 credits.

A minimum of 6 credits from optional group A

A maximum of 3 credits from optional group B



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