

Highfield Level 2 Certificate in Customer Service (RQF)

Who is this qualification for?

This qualification is aimed at learners who are new to the customer service sector and wish to improve their knowledge of this area resulting in the achievement of a nationally recognised qualification. The qualification provides learners with the knowledge and understanding in customer service for 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.

Assessment Method

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

How long will it take?

To complete this qualification learners should expect to undertake 115 guided learning hours.

Learners must complete both mandatory units totalling 13 credits

Mandatory Units

Unit reference	Unit title	Level	GLH	Credit
J/600/1003	Delivery of Effective Customer Service	2	50	6
J/600/0658	Supporting the customer service environment	2	65	7



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