

Qualification Specification

Focus Awards Level 2 Certificate in Customer Service (RQF)

601/8669/0



Silicon House, Farfield Park Manvers, Rotherham S63 5DB

T: 0333 3447 388 E: info@focusawards.org.uk

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Focus Awards Level 2 Certificate in Customer Service (RQF)

Qualification Details

QRN: 601/8669/0

Credit: 13

GLH: 115

TQT: 130

Qualification Purpose

The Focus Awards Level 2 Certificate in Customer Service (RQF) is aimed at those learners working or preparing to work within a customer service role.

The Focus Awards Level 2 Certificate in Customer Service (RQF) will help to develop customer service knowledge and provide learners with a basic understanding of day to day interactions with customers sensitively, respectfully, effectively and with a focus on quality. Learners will develop their knowledge and understanding of:

- The delivery of excellent customer service;
- Communication skills in order to strengthen relationships and interactions with customers and colleagues;
- Principles that underpin outstanding customer care; and
- Develop and maintain key transferable skills applicable in a range of industries and sectors

Learner Entry Requirements

Focus Awards does not set any entry requirements but training providers or colleges may have their own guidelines.

Age Ranges

Entry is at the discretion of the centre. Entry for learner's pre 16 is permitted on this qualification.

Geographical Coverage

This qualification has been accredited for use in England and Northern Ireland.

Reasonable Adjustments and Special Considerations

Please refer to the Focus Awards 'Focus Awards Reasonable Adjustments and Special Consideration Policy.'

Assessment Methods

The Focus Awards Level 2 Certificate in Customer Service (RQF) is internally assessed.

Each learner is required to create portfolio of evidence which demonstrates achievement of all the learning outcomes and the assessment criteria associated with each unit.

The main pieces of evidence for the portfolio could include:

- **Assessor observation – completed observational checklists on related action plans**
- **Witness testimony**
- **Learner product**
- **Worksheets**
- **Assignments / projects / reports**
- **Record of oral and written questioning**
- **Learner and peer reports**
- **Recognition of prior learning (RPL)**

Evidence may be drawn from actual or simulated situations where appropriate and where permitted by the relevant Sector Skills Council or Sector Skills Body.

Progression Routes

Upon completion of Focus Awards Level 2 Certificate in Customer Service (RQF) learners can progress onto the following Qualifications:

- **Level 3 Certificate in Customer Service**
- **Level 2 Diploma in Business Administration**
- **Level 3 Diploma in Business administration**

Qualification Structure/Rules of Combination

To successfully achieve the Focus Awards Level 2 Certificate in Customer Service (RQF) qualification, learners must complete the two mandatory units below achieving a total of 13 credits.

Unit Title	Unit Ref	Level	Credit	TQT	GLH
Mandatory Units					
Supporting the customer service environment	J/508/3109	2	7	73	65
Delivery of effective customer service	F/508/3108	2	6	57	50

Requirements for Tutors:

Tutors delivering the qualification will be required to hold or be working towards a teaching qualification. This may include qualifications such as the Levels 3, 4 or 5 in Education and Training, or a Certificate in Education. Focus Awards will however; consider other teaching qualifications upon submission. Tutors must also be able to demonstrate that they are occupationally competent within the sector area.

Requirements for assessors:

Assessors will be required to hold, or be working towards a relevant assessing qualification. This may include qualifications such as the Level 3 Certificate in Assessing Vocational Achievement, or the Level 3 Award in Assessing Competence in the Work Environment. Focus Awards will however; consider other relevant assessing qualifications upon submission. Trainee assessors who do not hold an assessment qualification will require their decisions to be countersigned by a suitably qualified assessor. Assessors must also be able to show they are occupationally competent within the sector area.

Requirements for Internal Quality Assurers (IQA):

Internal Quality Assurers should hold or be working towards the following an IQA qualification. This may include qualifications such as the V1 (previously D34), or the Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice. Focus Awards will however; consider other relevant IQA qualifications upon submission. Trainee IQAs who do not hold an IQA qualification will require their decisions to be countersigned by a suitably qualified IQA. IQAs must be able to demonstrate occupational competence.