

Qualification Specification

Focus Awards Entry Level Certificate for
Introduction to Customer Service (Entry 3)
(RQF)

601/8684/7



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Focus Awards Entry Level Certificate for Introduction to Customer Service (Entry 3) (RQF)

Qualification Details

QRN: 601/8684/7

Credit: 13

GLH: 122

TQT: 130

Qualification Purpose

The Focus Awards Entry Level Certificate for Introduction to Customer Service (Entry 3) (RQF) is aimed at those learners who have any interest in a range of sectors where customer service is important.

The Focus Awards Entry Level Certificate for Introduction to Customer Service (Entry 3) (RQF) will help to develop the basic customer service terms and the customer service process and its importance to be able to learn from own experience of customer service.

- They will also learn to be able to demonstrate a polite and willing approach to customers and to interact with customers in different situations.
- Develop knowledge and understanding of how to collect information about a problem from a customer and how to select information about a customer problem to pass to a colleague
- Develop knowledge and understanding of what the delivery of good customer service involves and the requirements of an entry level customer service job.
- Develop knowledge and understanding of the importance of speaking clearly and listening to customers.
- Along with developing knowledge and understanding of how to relate effectively with customers and colleagues and the importance of positive body language when dealing with customers and colleagues

Learner Entry Requirements

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

Age Ranges

This qualification is accredited for learners aged 16+

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

Geographical Coverage

This qualification is available in England and Northern Ireland

Reasonable Adjustments and Special Considerations

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

Assessment Methods

The Focus Awards Entry Level Certificate for Introduction to Customer Service (Entry 3) (RQF) is **internally assessed**.

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

The main pieces of evidence for the portfolio could include;

- Observed work
- Witness statements
- Audio- visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence must be cross referenced to unit outcomes, simulation is not allowed in all units.

Progression Routes

Upon completion of Focus Awards Entry Level Certificate for Introduction to Customer Service (Entry 3) (RQF) learners can progress onto the following Qualifications:

- Level 1 Certificate in Customer Service
- Level 2 Certificate in Customer Service
- Level 3 Certificate in Customer Service
- Level 2 Diploma in Business Administration
- Level 3 Diploma in Business administration

Useful websites and supporting materials

- www.focusawards.org.uk/supportingmaterials
- www.skillsca.org
- ofqual.gov.uk

National Occupational Standards

Where there are links to national occupational standards they have been identified in each of the units.

Qualification Structure/Rules of Combination

To successfully achieve this qualification, learners must complete the two mandatory units achieving **4 credits** and a minimum of **9 Credits** from the optional units

Unit Title	Unit Ref	Level	Credit	GLH
Mandatory				
Legislation, regulation and procedures to follow in customer service	A/508/3401	Entry 3	2	20
Introduction to customer service	F/508/3402	Entry 3	2	20
Optional				
The importance of appearance and behaviour in customer service	J/508/3403	Entry 3	2	15
Understand how to deal with queries and requests	L/508/3368	Entry 3	3	20
Communicate customers' problems with others	L/508/3371	Entry 3	2	18
The customer service job role	Y/508/3373	Entry 3	2	20
Handling telephone calls from customers	K/508/3376	Entry 3	2	18
Communicate effectively with customers	T/508/378	Entry 3	2	18
Effective relationships with customers and colleagues	M/508/3380	Entry 3	2	20
Working in a customer focused way	J/508/3384	Entry 3	2	16

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Create a good impression to customers	L/508/3385	1	2	18
Apply legislation, regulation and organisational procedures for customer service	R/508/3386	1	3	24
Deal with queries and requests	Y/508/3387	1	3	22
Record and communicate customer problems	D/508/3388	1	2	18
Working in customer service	Y/5083390	1	2	18
Contribute to sales activities in a contact centre	D/508/3391	1	2	18
Answer telephone calls from customers	R/508/3405	1	2	18
Positive communication with customers	H/508/3392	1	2	20
Contribute to effective customer service	K/508/3393	1	2	20
The customer service experience	M/508/3394	1	2	20
Work in a customer-friendly way	L/508/3404	1	2	18

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.