

Focus Awards Level 1 Certificate in Customer Service (RQF)

601/8686/0

Qualification Summary

Level

1

Sector

Administration

Qualification Type

Other Vocational Qualification

Total Qualification Time

230

Credit Value

23

Guided Learning Hours

143

Status

Available to learners

Methods of Assessment

Portfolio of evidence

Minimum Age

16



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Focus Awards Level 1 Certificate in Customer Service (RQF)

QRN: 601/8686/0

GLH: 143

TQT: 230

Credit: 23

Qualification Purpose:

The Focus Awards Level 1 Certificate in Customer Service (RQF) is aimed at those learners preparing to enter the customer services sector.

The purpose of this qualification is to support learners with the development of starting a career within the customer service industry. It will prepare learners for employment within this sector. The aim is to provide the learners with the specific knowledge and skills required to pursue a career within this sector.

The qualification also allows the learner to achieve a nationally accredited qualification and will give them the necessary skills and knowledge to be able to communicate with different types of customers and fully understanding working within this environment.

Learners will develop their knowledge and understanding in:

- 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.

Age Ranges

Entry is at the discretion of the centre. Entry for learners pre 16 is permitted on this qualification.

Geographical Coverage

This qualification is available in England and Northern Ireland.

Learner Entry Requirements

Focus Awards does not set any other entry requirements, but additional criteria may be requested or specified by the centre.



Reasonable Adjustments and Special Considerations

Please refer to the Focus Awards 'Reasonable Adjustments and Special Considerations Policy'. A copy is available for download from the Focus Awards website at the following url: <https://www.focusawards.org.uk/wp-content/uploads/2016/08/Reasonable-Adjustments.pdf>

Assessment Methods

This qualification is Internally Assessed. Each learner must create a portfolio of evidence that demonstrates achievement of all the learning outcomes and assessment criteria associated with each unit.

The main pieces of evidence for the portfolio could include some or all of the following:

- Assessor observation
- Witness testimony
- Learner product
- Worksheets
- Assignments/projects/reports
- Record of oral and written questioning
- Learner and peer reports
- Recognition of prior learning (RPL)

Progression Routes

Upon completion of Focus Awards Level 1 Certificate in Customer Service (RQF) learners can progress onto the following Qualifications:

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

Supporting Material and Useful Websites

- <https://focusawards.org.uk/supportingmaterials>
- <https://ofqual.gov.uk>



Qualification Structure

To successfully achieve this qualification, learners must complete all 5 mandatory units achieving 14 credits. From Optional Group A learners must achieve a minimum of 6 Credits, and a maximum of 3 Credits from Optional Group B.

Mandatory Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Understand working in a customer service environment	H/508/3344	1	3	25
Communication in customer service	F/508/3352	1	2	14
Principles of personal performance and development	Y/508/3356	1	3	30
Principles of working in a business environment	H/508/3358	1	4	25
Work with others in a business environment	K/508/3359	1	2	18

Optional Group A

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Record details of customer service problems	H/508/3361	1	3	14
Deal with customer queries, requests and problems	K/508/3362	1	3	11
Communicate with customers in writing	T/508/3364	2	3	20
Deal with incoming telephone calls from customers	J/508/3367	2	3	16
Make telephone calls to customers	R/508/3369	2	3	16
Process information about customers	R/508/3372	2	3	14

Optional Group B

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Manage time and workload	D/508/3374	1	1	10
Meet and welcome visitors in a business environment	H/508/3375	1	2	20
Contribute to sales activities in a contact centre	M/508/3377	1	3	6
Use specific features of contact centre systems and technology	R/508/3467	1	3	12
Health and Safety Procedures in the Workplace	T/508/3381	2	2	16
Processing sales orders	A/508/3382	2	2	17
Meeting customers after sales needs	F/508/3383	2	3	14

Staff Requirements

Requirements for Tutors/Instructors

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 includes qualifications such as:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Award in Assessing Vocationally-Related Achievement
- Level 3 Certificate in Assessing Vocational Achievement

Focus Awards will however; consider other relevant assessing qualifications upon submission.

Assessors who only hold the Level 3 Award in Understanding the Principles and Processes of Assessment will be required to complete an additional programme of study to achieve the relevant competency units required for one of the qualifications listed above.

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.

