

Focus Awards Level 2 Diploma  
in Customer Service (RQF)

601/8842/X

# Qualification Summary

## Key Information

### Level

2

### Sector

Administration

### Qualification Type

Occupational Qualification

### Total Qualification Time

450

### Credit Value

45

### Guided Learning Hours

269

### Status

Available to learners

### Methods of Assessment

Portfolio of evidence

### Minimum Age

16



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## Focus Awards Level 2 Diploma in Customer Service (RQF)

QRN: 601/8842/X

GLH: 269

TQT: 450

Credit: 45

### Qualification Purpose:

The Focus Awards Level 2 Diploma in Customer Service (RQF) is aimed at those learners who currently deal with customers on a daily basis and recognise that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

The Focus Awards Level 2 Diploma 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.

### Age Ranges

Entry is at the discretion of the centre; however learners can be 16 and over to undertake the qualification.

### Geographical Coverage

This qualification is available in England and Northern Ireland.

### Learner Entry Requirements

There are no specific entry requirements for this qualification but you will need to be employed in a relevant job role. There is an element of communication (discussing, presenting, reading and writing) involved and learners should have basic communication skills at level 2.



## 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

Learners wishing to progress from this qualification can undertake the following qualification:

- Focus Awards Level 3 Diploma in Customer Service
- Focus Awards Level 3 Diploma in Business Administration
- Focus Awards Level 3 Certificate in the Principles of Business and Administration

## Supporting Material and Useful Websites

- <https://focusawards.org.uk/supportingmaterials>
- <https://ofqual.gov.uk>
- [www.skillsfca.org](http://www.skillsfca.org)



## Qualification Structure

To successfully achieve this qualification, learners must achieve 19 credits from the mandatory units, a minimum of 3 credits from group B, minimum of 16 credits from group C and a maximum of 7 credits from group D.

### Mandatory Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Deliver customer service	R/508/4392	2	5	27
Understand customers	L/508/4391	2	2	17
Principles of customer service	Y/508/4393	2	4	34
Understand employer organisations	D/508/4394	2	4	40
Manage personal performance and development	H/508/4395	2	4	18

### Group A Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Communicate verbally with customers	K/508/4396	2	3	14
Communicate with customers in writing	T/508/4398	2	3	20

### Group B Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Deal with incoming telephone calls from customers	A/508/4399	2	3	16
Make telephone calls to customers	H/508/4400	2	3	16
Promote additional products and/or services to customers	K/508/4401	2	2	14
Process information about customers	R/508/3372	2	3	14
Exceed customer expectations	F/508/4405	2	3	15
Deliver customer service whilst working on customers' premises	J/508/4406	2	4	20
Carry out customer service handovers	L/508/4407	2	3	15
Resolve customer service problems	Y/508/4409	2	5	22
Deliver customer service to challenging customers	L/508/4410	2	3	16
Develop customer relationships	R/508/4411	2	3	18
Support customer service improvements	D/508/4413	2	3	12
Support customers through real-time online customer service	H/508/4414	2	3	15
Use social media to deliver customer service	A/508/4483	2	3	18
Resolve customers' complaints	K/508/4415	3	4	22
Gather, analyse and interpret customer feedback	M/508/4416	3	5	24
Support customers using self-service equipment	T/508/4417	2	3	18
Provide post-transaction customer service	A/508/4418	2	5	22

## Group C Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Health and safety procedures in the workplace	F/508/4419	2	2	16
Manage diary systems	T/508/4420	2	2	12
Provide reception services	A/508/4421	2	3	15
Contribute to the organisation of an event	F/508/4422	2	3	23
Buddy a colleague to develop their skills	J/508/4423	2	3	19
Employee rights and responsibilities	L/508/4424	2	2	16
Develop working relationships with colleagues	R/508/4425	2	3	19
Principles of equality and diversity in the workplace	Y/508/4426	2	2	10
Processing sales orders	D/508/4427	2	2	17
Meeting customers' after sales needs	H/508/4428	2	3	14
Handling objections and closing sales	K/508/4429	2	3	22
Deal with incidents through a contact centre	D/508/4430	2	3	22
Carry out direct sales activities in a contact centre	H/508/4431	1	5	15
Negotiate in a business environment	K/508/4432	3	4	18
Bespoke Software	T/508/4479	2	3	20

# 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.

