

Focus Awards Level 2 NVQ Certificate in Customer Service (RQF)

Overview

The Level 2 NVQ Certificate in Customer Service (RQF) is an accredited and UK Ofqual regulated 100% online, competence-based qualification. This course is aimed at those learners who currently undertake a customer service role and recognises employment in the customer service sector. This NVQ Certificate in Customer Service aims to help learners develop customer service knowledge and provide learners with a basic understanding of managing day-to-day interactions with customers sensitively, respectfully, effectively and focusing on quality. You will learn how to ensure the delivery of excellent customer service, develop your communication skills to strengthen relationships and interactions with customers and colleagues, the principles that underpin outstanding customer care and develop and maintain vital transferable skills applicable in a range of industries and sectors. For more information or clarification, please contact our team for free and comprehensive advice.

Duration and Delivery

This Level 2 NVQ Certificate in Customer Service (RQF) course is designed to be completed online at the pace that suits you the best. This fast track NVQ Certificate in Customer Service Level 2 course can take as little as 1 month of full-time study or 6 months of part-time study to become a Certified Customer Service Professional. The customer service level 2 course is delivered through our Virtual Learning Environment (VLE), which refines your customer service skills. Our online tutor support is there to facilitate you to achieve your success rate accordingly.

Assessment & Verification

All units within this customer services (CS) qualification are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, witness testimony and/or direct observation, detailed guidance for which will be provided by the tutor. You will receive tutor support once you are enrolled on our online portal to assist you in reaching your goals.

Eligibility Criteria

- Learners must be age 16+
- Learners must be employed in a relevant job role and have sufficient literacy and numeracy skills, preferably at Level 2, to complete this course.

Progression

This is a thorough qualification of Level 2 NVQ Certificate in Customer Service course, which helps learners enhance their career profile. Successful completion of this 100% accredited online course enables learners to proceed to the following qualifications:

- **Level 2 Diploma in Business Administration**
- **Level 3 Diploma in Business administration**
- **Level 3 Diploma in Customer Services (RQF)**
- **NCFE Level 3 Diploma in Skills for Business**

200	Guided Learning Hours
280	Total Quality Time
3	Units
28	Credits

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Unit Structure

- ✓ Communicate using customer service language
- ✓ Follow the rules to deliver customer service
- ✓ Communicate effectively with customers

