

Focus Awards Level 2 Diploma in Customer Service (RQF)

Overview

The Level 2 Diploma in Customer Service (RQF) is an accredited and Ofqual regulated 100% online qualification. The diploma in customer service management aims to improve learners' experience, knowledge, and skills to perform the work effectively in a customer service role and train them for customer service jobs. This customer service diploma course is intended for those who have or will have regular interaction with customers as a part of their job role and responsibilities. The online customer service diploma provides well-known customer service terms and up-to-date customer service approaches and mediums, such as online services and social media. For more information or clarification, please contact our team for free and comprehensive advice.

Duration and Delivery

This Level 2 Diploma in Customer Service (RQF) is designed to be completed online at the pace that suits you the best. This fast track Level 2 Diploma in Customer Service course can take as little as 4 months of full-time study or 1 year of part-time study to become a Certified Customer Service Specialist. This Level 2 Customer Service online qualification 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 Diploma in Customer Service, 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 Diplomas in Business Administration](#)
- [Level 3 Diploma in Business Administration](#)
- [Level 3 Diploma in Customer Services \(RQF\)](#)
- [NCFE Level 3 Diploma in Skills for Business](#)

245	Guided Learning Hours
450	Total Quality Time
12	Units
45	Credits

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Unit Structure

- ✓ Understand Employer Organisations
- ✓ Develop Working Relationships with Colleagues
- ✓ Manage Personal Performance and Development
- ✓ Understand Customers
- ✓ Develop customer relationships
- ✓ Communicate with Customers in Writing
- ✓ Principles of Customer Service
- ✓ Deliver Customer Service
- ✓ Resolve Customer Service Problems
- ✓ Support Customer Service Improvements
- ✓ Provide Post-transaction Customer Service
- ✓ Negotiate in a Business Environment