

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

## Overview

The Entry Level Certificate for Introduction to Customer Service (Entry 3) (RQF) is an accredited, and Ofqual regulated 100% online qualification. This Entry Level 3 Customer Service (CS) qualification aims to provide learners with the skills and knowledge of customer introduction needed to deliver a good customer service experience and professionally deal with customer requests, queries, and complaints. This introductory Certificate in Customer Service is suitable for learners interested in various areas in which customer service is important. The introduction of customer will contribute to the attainment of basic customer service terms and procedures and the value of benefiting from individual customer service experiences. You are not required to have any prior qualification or experience to start this course, just a passion to become a Customer Services Representative.

## Duration and Delivery

This Entry Level 3 Certificate in Customer Service is designed to be completed online at the pace that suits you the best. This fast track introduction to Customer Service qualification can take as little as 2 weeks of full-time study or 2 months of part-time study to become a certified customer service professional. The 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 Entry Level Customer Service qualification are internally assessed by our qualified assessors and externally verified by the awarding organisation. The assessment takes the form of written assignments, 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

There are no specific entry requirements for this qualification. However, the learners must be 16 years or above to get themselves enrolled in this course.

## Progression

This is a thorough qualification of Entry Level Certificate 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 1 Certificate in Customer Service
- Level 2 Certificate in Customer Service
- Level 2 Diploma in Business Administration
- Level 3 Diploma in Business Administration
- Level 1 Award in Customer Service (RQF)

122	Guided Learning Hours
130	Total Quality Time
6	Units
13	Credits

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## Unit Structure

- ✓ Introduction to Customer Service
- ✓ Legislation, Regulation and Procedures to Follow in Customer Service
- ✓ Working in Customer Service
- ✓ Communicate Effectively with Customers
- ✓ Understand How to Deal with Queries and Requests
- ✓ Record and Communicate Customer Problems