

May 2015

City & Guilds

501/1839/0 Level 1 Award for Introduction to Customer Service

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OVERVIEW

- What does this qualification cover?

This qualification provides learners with a basic understanding of customer service without the commitment of time required for the Level 1 Certificate, whilst allowing progress on to further learning through other customer service qualifications or those in complementary subject areas.

The following areas can be covered within this qualification:

- The Principles of Customer Service
- How to deliver good customer service
- Different communication methods with customers
- How to provide good customer service in line with organisational procedures
- How to effectively deal with customer queries, problems and complaints.

All learners will cover the mandatory core units and then a choice of optional units. 100% of the vocational learning in this qualification relates to the customer service sector.

This is a Framework qualification.

Who could take this qualification?

This qualification is suitable for those looking to gain a good foundation in customer service. The Level 1 Award in Customer Service allows learners to choose a limited number of general units without having to commit to more specialised areas, providing a taste of the industry as part of a broader programme of study including English and/or maths. It is thus suitable for learners returning to learning after a period of time, those seeking to explore different options as part of a planned career change or those currently unemployed.

This qualification is suitable for anyone from 16 years old or over.

This qualification is not a component of an apprenticeship framework.

WHAT COULD THIS QUALIFICATION LEAD TO?

The learner could progress onto other qualifications such as:

- Level 2 Certificate in Customer Service (4417)
- Level 2 NVQ in Customer Service (4430)

- Level 2 Apprenticeship in Customer Service (9010)
- Level 2 Medical Administration / Secretarial qualifications (5519)
- Level 2 Business Administration NVQs (5528)
- Level 2 Certificate and Diploma for Legal Secretaries (7655)
- Level 2 Customer Service NVQs (5530)
- Award, Certificate or Diploma for IT Users (7574)

This qualification could lead to jobs such as:

- Customer service employee
- Telephone call centre operator.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK
DC Training and Development Services
Qube Learning (Qube Qualifications and Development Ltd)