



FOCUS AWARDS

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

601/6275/2

Silicon House, Farfield Park, Manvers, Rotherham S63 5DB

Qualification Summary

Key Information

Level	Sector	Qualification Type
2	Administration	Occupational Qualification
Total Qualification Time	Credit Value	Guided Learning Hours
280	28	200
Status	Methods of Assessment	Minimum Age
Available to Learners	Portfolio of Evidence	16



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

QRN: 601/6275/2

GLH: 200

TQT: 280

Credit: 28

Qualification Purpose:

The Focus Awards Level 2 NVQ Certificate in Customer Service (RQF) is aimed at those learners who currently undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

Age Ranges

Entry is at the discretion of the centre. However, learners can be under 16 to undertake this qualification.

Geographical Coverage

This qualification is available in England and Northern Ireland.

Learner Entry Requirements

Focus Awards does not set any other entry requirements, but additional criteria may be requested or specified by the centre.

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 seeking progress from this qualification can advance their skills further through the following:

- Focus Awards Level 3 Award in Customer service (RQF)
- Focus Awards Level 2 Diploma in Business Administration (RQF)
- Focus Awards Level 3 Diploma in Business Administration (RQF)

Supporting Material and Useful Websites

- <https://focusawards.org.uk/supportingmaterials>
- <https://ofqual.gov.uk>



Qualification Structure

To successfully achieve this qualification, learners must achieve 8 credits from the mandatory units an additional 20 credits must be achieved from the optional units. At least 11 of the credits from the optional units must be at level 2.

Mandatory Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Communicate using customer service language	F/601/1609	1	4	30
Follow the rules to deliver customer service	L/601/1614	2	4	30

Optional Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Promote additional services or products to customers	D/601/0936	2	6	40
Deal with incoming telephone calls from customers	F/601/1223	2	5	33
Process information about customers	H/601/1215	2	5	33
Make telephone calls to customers	J/601/1224	2	6	40
Give customers a positive impression of yourself and your organisation	L/601/0933	2	5	33
Live up to the customer service promise	M/601/1217	2	6	40
Go the extra mile in customer service	M/601/1220	2	6	40
Communicate effectively with customers	R/601/1212	2	5	33
Make customer service personal	T/601/1218	2	6	40
Deal with customers face to face	T/601/1221	2	5	33
Use customer service as a competitive tool	D/601/1228	3	8	53
Organise the promotion of additional services or products to customers	D/601/1231	3	7	47
Build a customer service knowledge set	K/601/1233	3	7	47
Adapt your behaviour to give a good customer service impression	L/601/1211	1	5	33
Maintain a positive and customer -friendly attitude	R/601/1209	1	5	33
Deal with customers in writing or electronically	R/601/1226	3	6	40
Deal with customers across a language divide	A/601/1219	2	8	53
Use questioning techniques when delivering customer service	A/601/1222	2	4	27
Deliver reliable customer service	J/601/1210	2	5	27
Recognise diversity when delivering customer service	K/601/1216	2	5	33
Deal with customers using bespoke software	L/601/1225	2	5	33
Deliver customer service on your customers premises	Y/601/1213	2	5	33
Maintain customer service through effective handover	Y/601/1227	2	4	33
Do your job in a customer friendly way	A/601/1205	1	5	33
Deliver customer service using service partnerships	H/601/1229	3	6	33
Improve the customer relationship	H/601/1232	3	7	40
Organise the delivery of reliable customer service	Y/601/1230	3	6	47
Resolve customer service problems	M/601/1511	2	6	40

Deliver customer service to difficult customers	T/601/1512	2	6	40
Apply risk assessment to customer service	D/601/1519	3	10	67
Process customer service complaints	D/601/1522	3	6	40
Monitor and solve customer service problems	J/601/1515	3	6	40
Recognise and deal with customer queries, requests and problems	M/601/1508	2	5	33
Take details of customer service problems	T/601/1509	1	4	27
Support customer service improvements	A/601/1530	2	5	33
Support customers using online customer services	H/601/1540	2	5	33
Buddy a colleague to develop their customer service skills	M/601/1542	2	5	33
Develop personal performance through delivering customer service	R/601/1534	2	6	40
Develop your own customer service skills through selfstudy	R/601/1548	2	6	40
Support customers using selfservice technology	Y/601/1549	2	5	33
Develop customer relations	T/601/1526	2	6	40
Work with others to improve customer service	D/601/1553	3	8	53
Promote continuous improvement	H/601/1554	3	7	47
Develop your own and others customer service skills	K/601/1555	3	8	53
Lead a team to improve customer service	H/601/1568	3	7	47
Gather analyse and interpret customer feedback	H/601/1571	3	10	67
Monitor the quality of customer service transactions	T/601/1575	3	7	47

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 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.

