
Highfield Level 1 Certificate in Customer Service (RQF)

QUALIFICATION NUMBER: 601/4001/X

WHO REQUIRES THIS QUALIFICATION?

The objective of this qualification is to prepare learners for employment and to support learners who deal, or intend to deal with customers on a daily basis as part of their job role. It is applicable to a variety of work environments and covers topics such as dealing with customer requests, communication skills and making telephone calls to customers.

WHY A HIGHFIELD QUALIFICATION?

Highfield is the leading provider of regulated compliance qualifications in the UK, certifying over 350,000 learners a year.

We're extremely proud to be a Highfield-approved centre and offer industry-recognised qualifications that will enhance your career prospects.

COURSE DATES Please contact the office on 01709 871872

**BOOK
NOW**



CUSTOMER SERVICE FACT SHEET



ASSESSED BY PORTFOLIO
OF EVIDENCE



130 Guided Learning Hours

REGULATED BY:

OFQUAL

CCEA

QUALIFICATIONS WALES

WHAT DOES THE QUALIFICATION COVER?

Topics include:

- understanding how to work in a customer service environment
- communication in customer service
- the principles of personal performance and development
- the principles of working in a business environment
- working with others in a business environment



Highfield
Qualifications

Approved Highfield Centre