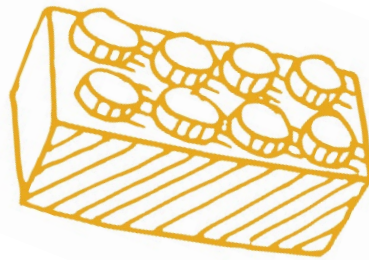


Ascentis **Level 1 Certificate** for **Introduction to Customer Service** **Overview Specification**



Ofqual Number:

Certificate: 600/1684/X

Ofqual Start Date:

01/08/2011

Ofqual Review Date:

31/07/2027

Ofqual Certification Review Date:

31/07/2028

Qualification Overview

Customer Service is not a discrete sector, but its key skills relate to a wide variety of sector areas. The Certificate for Introduction to Customer Service provides an introduction to the knowledge and skills needed in order to provide effective customer service in a range of sectors; it also gives learners the core knowledge of working within customer service and legislation.

There are several features of this qualification that makes it very appropriate for its target learners:

- Unit certification is available for each of the units
- Assessment is through the building up of a portfolio of evidence, allowing flexibility in terms of the learner putting together evidence most appropriate to their learning situation
- A flexible optional unit structure allows learners and tutors to choose learning that is relevant to their specific needs
- There is opportunity to combine units with units at a higher level to promote learner progression
- Verification and certification can be offered throughout the year, allowing maximum flexibility for centres

Aims

The aims of this qualification are:

- To provide learners with an overview of customer service
- To promote the gaining of work-related skills and knowledge in customer service
- To prepare learners for further training within their chosen occupational area/s
- To give learners an insight into the needs of customer service within their chosen occupational area/s.

Target Group

This qualification is aimed at young people aged 14+ who have an interest in a career in a range of sectors where customer service is important, and also at adult learners.

Regulation Codes

Ofqual Qualification Numbers:

- Ascentis Level 1 Certificate for Introduction to Customer Service: 600/1684/X

Assessment Method

All units are internally assessed through the learner building up a portfolio of evidence that covers the relevant assessment criteria. They are internally assessed and verified by the centre and then externally verified by Ascentis.

Resources to support the Delivery of the Qualification

There are learner workbooks available for both mandatory units in the qualification.

Many Ascentis units include suggested content to support wider learning opportunities across three priority areas:

- Digital
- Well-being
- Sustainability.

They are not compulsory and do not form part of the assessment. They are suggestions for tutors who may wish to link the unit content into these areas to further support learner progression in education, training and work.

Rule of Combination

The core knowledge in customer service is included in the mandatory units, and the optional units allow learners to choose areas of interest to them and which are appropriate to their learning environment.

Ascentis Level 1 Certificate for Introduction to Customer Service				
Minimum credits: 13				
Group A - Mandatory Units: Learners must achieve 5 credits in the mandatory units				
Title	Level	Credit Value	GLH	Unit Reference
Apply legislation, regulation and organisational procedures for customer service	Level 1	3	24	R/601/6071
Working in customer service	Level 1	2	18	M/601/6076
Group B – Optional Units: Learner must achieve a minimum of 2 credits at Level 1 and a further 6 credits at Entry Level 3 or above				
Answer telephone calls from customers	Level 1	2	18	T/601/6077
Communicate customers' problems with others	Entry 3	2	18	D/601/6056
Communicate effectively with customers	Entry 3	2	18	M/601/6062
Contribute to effective customer service	Level 1	2	20	F/601/6079
Create a good impression to customers	Level 1	2	18	R/601/6068
Deal with queries and requests	Level 1	3	22	H/601/6074
Digital communications for business	Level 1	2	20	D/618/3355
Effective relationships with customers and colleagues	Entry 3	2	20	A/601/6064
Handling telephone calls from customers	Entry 3	2	18	M/601/6059
Introduction to Customer Service	Entry 3	2	20	F/601/6065
Positive communication with customers	Level 1	2	20	A/601/6078
Record and communicate customer problems	Level 1	2	18	K/601/6075
The customer service experience	Level 1	2	20	T/601/6080
The importance of appearance and behaviour in customer service	Entry 3	2	15	A/601/6047
Understand how to deal with queries and requests	Entry 3	3	20	R/601/6054
Work in a customer-friendly way	Level 1	2	18	A/601/6081
Working in a customer focused way	Entry 3	2	16	L/601/6067

Credits from equivalent units:

Please contact the Ascentis office to request equivalences and ask to speak to a member of the Qualifications Development Team.

Credits from exemptions:

Please contact the Ascentis office to request exemptions and ask to speak to a member of the Qualifications Development Team

Barred combinations

Unit Title	Unit Reference		Unit Title	Unit Reference
The importance of appearance and behaviour in customer service (Entry 3)	A/601/6047	May not be taken with	Create a good impression to customers (Level 1)	R/601/6068
Understand how to deal with queries and requests (Entry 3)	R/601/6054	May not be taken with	Deal with queries and requests (Level 1)	H/601/6074
Communicate customers' problems with others (Entry 3)	D/601/6056	May not be taken with	Record and communicate customer problems (Level 1)	M/601/6075
Handling telephone calls from customers (Entry 3)	M601/6059	May not be taken with	Answer telephone calls from customers (Level 1)	T/601/6077
Communicate effectively with customers (Entry 3)	M/601/6062	May not be taken with	Positive communication with customers (Level 1)	A/601/6078
Effective relationships with customers and colleagues (Entry 3)	A/601/6064	May not be taken with	Contribute to effective customer service (Level 1)	F/601/6079
Introduction to Customer Service (Entry 3)	F/601/6065	May not be taken with	The customer service experience (Level 1)	T/601/6080
Working in a customer focused way (Entry 3)	L/601/6067	May not be taken with	Work in a customer-friendly way (Level 1)	A/601/6081

Unit certification is available for each of the units.

Guided Learning Hours (GLH)

The recommended guided learning hours for Level 1 Certificate for Introduction to Customer Service is 109.

Total Qualification Time (TQT)

The total qualification time for Level 1 Certificate for Introduction to Customer Service is 130.

Age Range of Qualification

This qualification is suitable for young people aged 14–19 and adult learners.

Contact & Further Information

New Centres please email hello@ascentis.co.uk or call 01524 845046.

Existing Centres please visit the login area of our website, www.ascentis.co.uk, to view the full specification.

Product Development for enquiries please email development@ascentis.co.uk.