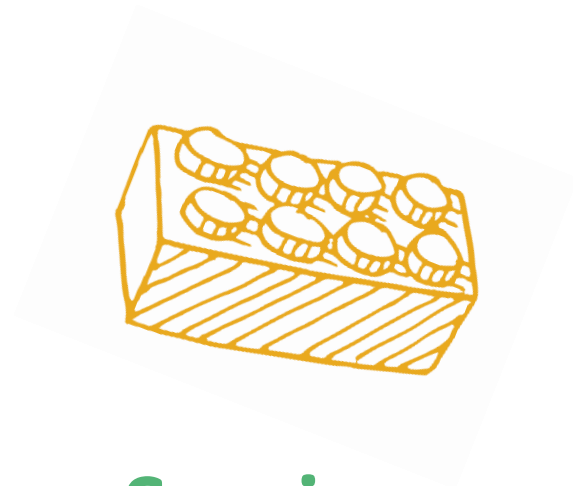


Ascentis Level 1 Award and Certificate for

Introduction to Customer Service Rule of Combination



Ofqual Number:

**Award: 600/1686/3
Certificate: 600/1684/X**

Ofqual Start Date:

01/08/2011

Ofqual Review Date:

31/07/2023

Ofqual Certification Review Date: 31/07/2024

Qualification Overview

Customer Service is not a discrete sector and the key skills relate to a wide variety of sector areas. The Award and Certificate for Introduction to Customer Service provide 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 these qualifications that make them very appropriate for their 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 these qualifications are:

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

Target Group

These qualifications are 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 Regulation Numbers:

- Ascentis Level 1 Award for Introduction to Customer Service: 600/1686/3
- Ascentic 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.

Rule of Combination

Ascentis Level 1 Award for Introduction to Customer Service

Minimum credits: 7

Group A – Mandatory Units

For the Level 1 Award for Introduction to Customer Service learners must take the following mandatory unit

| Title | Level | Credit Value | GLH | Unit ref |
|--|---------|--------------|-----|------------|
| Apply legislation, regulation and organisational procedures for customer service | Level 1 | 3 | 24 | R/601/6071 |

Group B – Optional Units

Credits from Group 2 optional units for Level 1 Award: 2 credits required which must be at Level 1, a further 2 credits can be taken at any level

Ascentis Level 1 Certificate for Introduction to Customer Service

Minimum credits: 13

Group A – Mandatory Units

For the Level 1 Certificate for Introduction to Customer Service learners must take the following mandatory units

| Title | Level | Credit Value | GLH | Unit ref |
|--|---------|--------------|-----|------------|
| 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

Credits from Group 2 optional units for Level 1 Certificate : 2 credits required which must be at Level 1, a further 6 credits may be taken at any level

Group B – Optional Units

| Title | Level | Credit Value | GLH | Unit ref |
|--|---------|--------------|-----|------------|
| 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 |
| Communicate customers' problems with others | Entry 3 | 2 | 18 | D/601/6056 |
| The customer service job role | Entry 3 | 2 | 20 | K/601/6058 |
| Handling telephone calls from customers | Entry 3 | 2 | 18 | M/601/6059 |
| Communicate effectively with customers | Entry 3 | 2 | 18 | M/601/6062 |

| | | | | |
|---|---------|---|----|------------|
| Effective relationships with customers and colleagues | Entry 3 | 2 | 20 | A/601/6064 |
| Working in a customer focused way | Entry 3 | 2 | 16 | L/601/6067 |
| 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 |
| Record and communicate customer problems | Level 1 | 2 | 18 | K/601/6075 |
| Answer telephone calls from customers | Level 1 | 2 | 18 | T/601/6077 |
| Positive communication with customers | Level 1 | 2 | 20 | A/601/6078 |
| Contribute to effective customer service | Level 1 | 2 | 20 | F/601/6079 |
| The customer service experience | Level 1 | 2 | 20 | T/601/6080 |
| Work in a customer-friendly way | Level 1 | 2 | 18 | A/601/6081 |

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 | Reference | | Unit Title | 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 |
| Legislation, regulation and procedures to follow in customer service (Entry 3) | J/601/6052 | May not be taken with | Apply legislation, regulation and organisational procedures for customer service (Level 1) | R/601/6071 |
| 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 |
| The customer service job role (Entry 3) | K/601/6058 | May not be taken with | Working in customer service (Level 1) | T/601/6076 |
| 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 |
|---|------------|-----------------------|---|------------|

Guided Learning Hours (GLH)

The recommended guided learning hours for Level 1 Award for Introduction to Customer Service is: 57
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 70.
The total qualification time for Level 1 Award for Introduction to Customer Service is 130.

Age Range of Qualification

These qualifications are 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 to view the full specification.

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