

## Level 1 Certificate in Customer Service (combined qualification)

<b>Qualification Title</b>	Level 1 Certificate in Customer Service (QCF)
<b>Credit Value</b>	23
<b>Level</b>	1
<b>Structure Reference</b>	S/016/371
<b>Minimum GLH</b>	143
<b>Maximum GLH</b>	178
<b>Qualification Structure</b>	<p>To achieve a Level 1 Certificate in Customer Service, learners must complete a <b>minimum of 23 credits</b>:</p> <ol style="list-style-type: none"> <li>1. <b>14 credits</b> from <b>MANDATORY GROUP A</b></li> <li>2. a <b>minimum of 6</b> credits from <b>OPTIONAL GROUP B</b></li> <li>3. a <b>maximum of 3</b> credits from <b>OPTIONAL GROUP C</b>.</li> </ol> <p>A <b>minimum of 23 credits</b> must be achieved through the completion of units at Level 1 and above.</p>

Mandatory Group A						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
1	CS 1	L/506/2083	Understand working in a customer service environment	3	1	25
2	CS 2	Y/506/2085	Communication in customer service	2	1	14
3	B&A 1	L/506/1791	Principles of personal performance and development	3	1	30
4	B&A 2	R/506/1792	Principles of working in a business environment	4	1	25
5	B&A 3	Y/506/1793	Work with others in a business environment	2	1	18

Optional Group B						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
6	CS 3	A/506/2094	Record details of customer service problems	3	1	14
7	CS 4	A/506/2113	Deal with customer queries, requests and problems	3	1	11
8	CS 6	T/506/2126	Communicate with customers in writing	3	2	20
9	CS 10	H/506/2154	Deal with incoming telephone calls from customers	3	2	16
10	CS 11	K/506/2155	Make telephone calls to customers	3	2	16
11	CS 13	R/506/2134	Process information about customers	3	2	14

Optional Group C						
Unit no.	CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
12	B&A5	H/506/1795	Manage time and workload	1	1	10
13	B&A8	A/506/1799	Meet and welcome visitors in a business environment	2	1	20
14		F/503/0392	Contribute to sales activities in a contact centre	3	1	6
15		F/503/0361	Use specific features of contact centre systems and technology	3	1	12
16		T/505/4673	Health and safety procedures in the workplace	2	2	16
17		M/502/8587	Processing sales orders	2	2	17
18		R/502/8601	Meeting customers' after sales needs	3	2	14