

June 2014

## City & Guilds

501/1837/7 Level 1 Certificate for Introduction to Customer Service

### OVERVIEW

- What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellence customer experience and will equip you with the necessary skills to work and support customer service delivery.

The following areas that can be covered within this qualification:

- Legislation, regulation and procedures to follow in customer service
- Understand how to deal with queries and requests
- Communicate effectively with customers.

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

Level 1 will suit you if you have no previous experience but are looking to develop your skills to work in the customer service industry. At this level you will develop your knowledge and demonstrate your customer service skills.

This qualification is suitable for anyone from 16 years old or over.

### WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Customer service employee
- Telephone call centre operator
- Retail or leisure centre customer contact.

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1 Giltspur Street  
London  
EC1A 9DD  
T +44 (0)20 7294 2468  
F +44 (0)20 7294 2400  
[www.cityandguilds.com](http://www.cityandguilds.com)

The learner could progress onto other qualifications such as:

- Level 2 Certificate in Customer Service (4417)
- Level 2 NVQ in Customer Service (4430)
- Level 2 Apprenticeship in Customer Service (9010)
- Level 2 Medical Administration / Secretarial qualifications (5519)
- Level 2 Business Administration NVQs (5528)
- Level 2 Certificate and Diploma for Legal Secretaries (7655)
- Level 2 Customer Service NVQs (5530)
- Award, Certificate or Diploma for IT Users (7574)

#### WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK  
DC Training and Development Services  
Morthyng Vocational College  
Qube Learning (Qube Qualifications and Development Ltd)  
YH Training Services Ltd