

August 2015

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 excellent customer experience and will equip you with the necessary skills to work and support customer service delivery.

The following areas that are 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.

You must complete all required mandatory units, which can be found within our handbook, link below, and the relevant optional units for each of the pathways, identified above, to complete the qualification.

<http://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/4411-customer-service-foundation-learning#tab=documents>

Who could take this qualification?

Level 1 certificate 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. Learners may wish to take the level 1 award as a short course to introduce them to customer service and allow them to progress onto this certificate. The certificate offers a greater depth of knowledge and understanding than the award and prepares learners more to progress onto an Intermediate Apprenticeship or Traineeship.

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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The learner could progress onto other qualifications such as:

- Level 2 Certificate in Customer Service
- Level 2 NVQ in Customer Service
- Level 2 Apprenticeship in Customer Service
- Level 2 Certificate and Diploma Medical Administration
- Level 2 Business Administration NVQs
- Level 2 Certificate and Diploma for Legal Secretaries
- Award, Certificate or Diploma for IT Users

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK
TDR Training
Qube Learning