



**NQF Level 2 | Services SETA**

## **Customer Service**

Develop essential customer service skills and techniques to deliver exceptional client experiences. This qualification prepares you for entry-level customer service roles across various industries.

**144**  
Credits

**12**  
Months

**NQF 2**  
Level









# Qualification Overview

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This Customer Service qualification is designed to provide learners with the knowledge, skills, and attitudes required to deliver excellent customer service in various business environments. The qualification covers fundamental customer service principles, communication techniques, and problem-solving strategies.

## Learning Outcomes

Upon completion of this qualification, learners will be able to:

-  Apply customer service principles and best practices
-  Communicate effectively with customers using various channels
-  Handle customer complaints and resolve conflicts professionally
-  Use customer service technology and systems effectively
-  Work as part of a customer service team
-  Maintain professional standards and ethics

## Core Modules

### Customer Service Fundamentals

Introduction to customer service principles, customer types, and service standards.

### Communication Skills

Verbal and non-verbal communication, active listening, and professional language.

### Problem Solving

Identifying customer needs, complaint handling, and conflict resolution.

## Technology in Customer Service





Using CRM systems, databases, and digital communication tools.

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### Qualification Details

SETA	Services SETA
NQF Level	Level 2
Credits	144 Credits
Duration	12 Months

### Career Opportunities

-  Customer Service Representative
-  Call Center Agent
-  Reception Desk Officer
-  Retail Sales Assistant
-  Help Desk Support
-  Customer Relations Officer

# Related Qualifications

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NQF Level 3

## Management

Management fundamentals and team leadership skills.



NQF Level 3

## Business Administration

Core business administration and office management skills.



NQF Level 5

## Office Supervision

Office management and supervisory skills.



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