

**CUSTOMER SERVICE**

**Highfield Level 2 Certificate in Customer Service (RQF)**

The objective of this qualification is to prepare learners for employment and support learners who are new to Customer Service Sector and wish to improve their knowledge of this area resulting in the achievement of an internationally recognised qualification.

The qualification provides learners with the knowledge and understanding in Customer Service for learners who deal, or intend to deal, with Customers on a daily basis as part of their job role. The qualification is applicable to a variety of work environments and covers topics such as delivery of effective Customer Service and supporting the Customer Service Environment.

**Unit Standards**

**Unit 1 - Delivery of effective Customer Service**

* Principles of Customer Service
* Customer needs and expectations
* Customer Complaints
* Interpersonal and Team working skills for Customer Service Environment
* Customer Service Legislation

**Unit 2 - Supporting the Customer Service Environment**

* Practical Skills for Customer Service delivery
* Meeting Customer needs and expectations
* Effective communication
* Customer Service improvements and self-development

**Assessment Methods**

This qualification is assessed through the completion of a Port Folio of Evidence (POE) that will be assessed by the Training Centre. The learner will demonstrate knowledge, skill and behaviour in terms of the required assessment criteria in the following manner:

**Knowledge Criteria–** Worksheets, records of oral & written questioning, assignments, projects, reports, record of professional discussion

**Skills & Behaviour Criteria-** Assessor observation, witness testimony, record of professional discussion as well as learner and peer reports

**How long will it take me to achieve this qualification?**

The total qualification time for this qualification is 14-days of guided learning and POE building.

**Where can this course be taken?**

Baobab Development Solutions – Cape Town – South Africa

Qualification Number: 600/5472/4 Credit Value: 13