



ETCAL Level 1 Certificate of Introduction to Customer Service  
603/4545/7  
Structure

## Qualification aim

This qualification is ideal for the learner who is working in, or looking to work in, their first customer service role or if they want to progress in their customer service career. They will develop skills in communication, learn how to resolve queries and meet customers' needs while building up knowledge of the principles of customer service.

## Qualification introduction

This qualification is made up of seven mandatory units that will help learners to gain an understanding of the customer service role. They will be able to identify the different types of customer and their needs and be able to resolve problems. The learner will develop communication skills and understand different methods of communication when dealing with customers.

## Assessment

In order to achieve this qualification a learner must complete all units as mandatory. The assessment principles determine the standard required to achieve each unit and allow for a variety of assessment methods to be used as appropriate to the environment the qualification is delivered in. There is no examined assessment element in this qualification.

## Progression

On completion of this qualification learners will be prepared to progress to level 2 qualifications in a range of occupations within the sector, this could include but not limited to apprenticeships.

## Achievement

Learners are required to complete all 7 units in the qualification to achieve the 17 credits to gain the qualification.

<b>Qualification Number</b>		603/4545/7
<b>Qualification Framework</b>		RQF
<b>Title</b>		Certificate of Introduction to Customer Service
<b>Qualification Level</b>		Level 1
<b>Guided Learning Hours</b>		161 GLH
<b>Total Qualification Time</b>		170 TQT
<b>Qualification Credit Value</b>		17 Credits
<b>Qualification Grading Structure</b>		Pass / Fail

Unit Title	GLH	TQT	Credit Value	Grading
Understanding the industry	30		3	Pass / Fail
Health and safety	40		4	Pass / Fail
Fundamentals of working in customer service	20		2	Pass / Fail
Communication within customer services	14		2	Pass / Fail
Recording details of customer service issues	25		3	Pass / Fail
Working with others in a business environment	18		2	Pass / Fail
Time management and workload	10		1	Pass / Fail
<b>Total</b>	<b>161</b>		<b>17</b>	<b>Pass / Fail</b>