

Purpose Statement

Open Awards Entry Level Award in Customer Service (Entry 2) (RQF)

The primary purpose of this qualification is to recognise the development of knowledge and skills regarding customer service. This qualification has been designed to enable you to explore this vocational area and gain skills and confidence in working with customers, which may lead to voluntary/paid employment.

Who is it for?

- All learners in all learning environments
- Those enhancing working skills
- Those who are preparing for working life

What does this qualification cover?

To achieve the Award qualification, you are required to complete 4 credits or 40 hours of learning.

To gain the qualification you must complete all the units in the Mandatory Group which consists of the following:

- Customer service skills
- Dealing with customer queries and complaints

What are the Entry Requirements?

There are no age restrictions for working towards this qualification and no specific prior achievements required.

What are the Assessment Methods?

You will be required to complete a portfolio of evidence to achieve this qualification.

Types of evidence included in your portfolio could include:

- Videos/photographs
- Reflective journals
- Questions/answers
- Worksheets
- Recorded discussions with your tutor

What are the Progression Opportunities?

The qualification has been developed to enable progression to further learning and/or employment.

You may choose to progress to further studies, such as:

- Open Awards qualifications in Customer Service (at a higher level)
- Other vocational qualifications at Entry Level and Level 1
- Supported Internships/Voluntary Work/other employment

Who supports this qualification?

Our schools' sector is very keen to support this qualification and they include (but is not limited to) Manor Academy, Abbots Lea School and Abbey Hill Academy.