



Customer Service

Highfield Level 2 Diploma in Customer Service (RQF)

This qualification is designed to support learners who deal, or intend to deal, with customers on a daily basis as part of their job role. It is applicable to a variety of work environments and covers topics such as promoting additional products and/or services to customers, carrying out customer service handovers and resolving customer service problems.

How long will it take me to achieve this qualification?

The total qualification time for this qualification is 450 and of this 245 are recommended as guided learning hours.

How is the qualification assessed?

Learners must complete a portfolio of evidence which will be assessed and quality assured by the centre and externally assured by Highfield Qualifications.

What next?

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 2 Diploma for Customer Service Practitioners
- Highfield Level 3 Diploma in Customer Service
- Customer Service Practitioner Apprenticeship

Where can this course be taken?

Through any Highfield approved training centre.

Qualification Number: 601/4026/4

Credit Value: 45