



Fact Sheet: Customer Service

Qualification Number: 600/6685/4 Credit Value: 1

HABC Level 2 Award in Customer Service (QCF)

This accredited qualification has been designed for delivery to all learners working or preparing to work in a customer service role or where using the telephone is a part of their role. This qualification covers the principles of customer service, including how to meet customer expectations, the importance of appropriate behaviour and communication techniques, as well as ways to deal with problem customers.

How long will it take me to achieve this qualification?

This qualification is classroom-based and usually achieved by taking a one-day course. However, it can also be achieved through a variety of other methods including blended and distance learning, as long as the recommended learning hours are completed.

How is the qualification assessed?

Through a 1-hour 30-question multiple-choice examination. Learners must achieve a score of at least 20 out of 30 in order to pass.

What next?

Individuals achieving this qualification will be able to progress to an

- HABC Level 2 Certificate in Customer Service (QCF)
- HABC Level 2 NVQ Certificate in Customer Service (QCF)

Alternatively, individuals can progress to an Apprenticeship in Customer Service.



Where can this course be taken?

Through any HABC approved training centre.

