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Qualification Specification

Highfield Level 1 Award in Customer Service (RQF)

Qualification Number: 601/7005/0

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Contents

Introduction	3
Qualification regulation and support.....	3
Key facts	3
Qualification overview and objective	3
Entry requirements.....	3
Geographical coverage	3
Assessor requirements	4
Internal quality assurance (IQA) requirements	5
Reasonable adjustments and special considerations.....	5
ID requirements	5
Progression opportunities.....	6
Useful websites	6
Appendix 1: Qualification structure.....	7
Appendix 2: Qualification content.....	8
Appendix 3: Sample assessment material.....	9

Highfield Level 1 Award in Customer Service (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager

Qualification regulation and support

The Highfield Level 1 Award in Customer Service (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. The qualification is also regulated by Qualifications Wales.

Key facts

Qualification number:	601/7005/0
Learning aim reference:	60170050
Credit value:	6
Assessment method:	Portfolio of evidence
Guided learning hours (GLH):	30
Total qualification time (TQT):	60

Qualification overview and objective

The objective of this qualification is to prepare learners for employment and support learners who are new to the customer service sector and wish to improve their knowledge of this area resulting in the achievement of a nationally 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 and is applicable to a variety of work environments.

Entry requirements

To register for this qualification, learners are required to be aged 14 years or above.

Highfield recommend that all learners applying for the qualification should be initially assessed by the Centre to ensure that they have a fair opportunity to demonstrate their ability to undertake the qualification. Centres can then use this assessment to tailor programmes to meet their individual needs. This assessment can also identify and recognise prior qualifications and experience, where appropriate.

Geographical coverage

This qualification is suitable for delivery in England, Wales and Northern Ireland.

Guidance on delivery

The total qualification time for this qualification is 60 and of this 30 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

This qualification is assessed by Portfolio of evidence. Suggested paperwork is available to download from the members area of the Highfield website. If a Centre would like to use alternative paperwork, this must be sent to the quality support team for approval before commencement of the course.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield Qualifications requires centres to have in place a robust mechanism for internal quality assurance of training delivery and internal assessment processes. Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

Highfield Qualifications will support centres by conducting ongoing engagements to ensure and verify the effective and efficient delivery of the qualification.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield Qualifications documentation.

Assessor requirements

Highfield Qualifications recommends nominated assessors for this qualification to meet the following:

- have experience in industry or hold a relevant subject area qualification which could include any of the following:
 - Highfield Level 2 Diploma in Customer Service
 - Highfield Level 2 Certificate in Customer Service
 - Highfield Level 3 Diploma in Customer Service
 - Highfield Level 3 Certificate in Customer Service
 - hold or be working towards a recognised assessing qualification which could include any of the following:
 - A1
 - D32/D33
 - Highfield Level 3 Award in Assessing Vocationally Related Achievement
 - maintain appropriate continued professional development for the subject area
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Internal quality assurance (IQA) requirements

Highfield Qualifications recommends internal quality assurers for this qualification to meet the following:

- have experience in industry or hold a relevant subject area qualification which could include any of the following:
 - Highfield Level 2 Diploma in Customer Service
 - Highfield Level 2 Certificate in Customer service
 - Highfield Level 3 Diploma in Customer Service
 - Highfield Level 3 Certificate in Customer Service
- hold or be working towards a recognised internal quality assurance qualification or have experience, which could include any of the following:
 - D34
 - V1
 - Highfield Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice or above
- maintain appropriate continued professional development for the subject area

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

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

- Highfield Level 2 Award in Customer Service
- Highfield Level 2 Certificate in Customer Service
- Highfield Level 2 Diploma in Customer Service
- Traineeship, linked to customer service roles or
- Customer Service Practitioner Apprenticeship

Useful websites

www.skillsca.org

Appendix 1: Qualification structure

To complete the Highfield **Level 1 Award in Customer Service (RQF)**, learners must complete 6 credits from the one mandatory unit:

Unit reference	Unit title	Level	GLH	Credit
Y/501/4375	Principles of Customer Service	1	30	6

Appendix 2: Qualification content

Unit 1: Principles of Customer Service

Unit number: Y/501/4375

Credit: 6

GLH: 30


Level: 1

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Know how to deliver good customer service	1.1 Identify different types of customers 1.2 Identify different needs of customers 1.3 State what is meant by customer satisfaction 1.4 State what is meant by customer expectations
2. Know different communication methods	2.1 State effective methods of communication to use when dealing with different customers 2.2 State how to use questions when dealing with different customers 2.3 Identify positive and negative body language and facial expression 2.4 State how customers' body language impacts on customer service 2.5 State how own body language impacts on customer service
3. Know how to provide good customer service in line with organisational procedures	3.1 State the importance of providing products and services which are 'fit for purpose' 3.2 State the importance of customer and organisation confidentiality 3.3 State the limits of own authority
4. Know how to effectively deal with customer queries, problems and complaints	4.1 State how to deal with customer queries 4.2 Identify common customer problems and complaints 4.3 State how to deal with problems and complaints

Appendix 3: Sample assessment material

Highfield provide an assessment pack which is available to download from the members area of the Highfield website.

The following is an example of an evidence tracking sheet (found within the assessment pack) used to record completed learner’s progress in meeting all the criteria.

We listen and respond


Evidence Tracking Sheet - Example

Learner Name			
Centre Name			
Unit 1: Unit name (Unit no)			
Knowledge Assessment Criteria			
Learning Outcome	Assessment Criteria	Evidence Type	Evidence Reference
1.	1.1	Obs	1
2.	2.1	D, Wt	2
	2.2	Sim	3, 5
4.	4.1	Q, D	8

Once all assessment criteria and range have been met, the learner and assessor must sign and date this tracking sheet

Assessment method key:
 Obs Observation
 Pr Product evidence
 Q Questioning
 Sim Simulation/assignment
 Wt
 R
 O
 PD Professional Discussion

Fill in each assessment method used using the key

Insert the date that the Assessment Criteria was fully met

Signature: _____ Date: _____

Assessor Signature: _____ Date: _____

IQA Signature (if sampled): _____ Date: _____

EQS Signature (if sampled): _____ Date: _____

If sampled, the IQA/EQS must also sign and date this tracking sheet