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# Highfield Level 2 Award in Customer Service (RQF)

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**QUALIFICATION NUMBER: 600/6685/4**

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## WHO REQUIRES THIS QUALIFICATION?

The objective of this qualification is to prepare learners for employment in the customer service industry. The qualification provides learners with the knowledge, understanding and skills needed to work in this sector.

## WHY A HIGHFIELD QUALIFICATION?

Highfield is the leading provider of regulated compliance qualifications in the UK, certifying over 350,000 learners a year.

Highfield currently provides around 70% of all regulated food safety qualifications.

We're extremely proud to be a Highfield-approved centre and offer industry-recognised qualifications that will enhance learners' career prospects.

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**COURSE  
DATES**

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**BOOK  
NOW**



## CUSTOMER SERVICE FACT SHEET



**TQT IS 7 HOURS AND THE GLH IS 6 HOURS**



**ASSESSED BY MULTIPLE CHOICE QUESTIONING**

REGULATED BY:

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**OFQUAL**

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**CCEA**

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**QUALIFICATIONS WALES**

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## WHAT DOES THE QUALIFICATION COVER?

Topics include:

- understanding how to work in a customer service environment
- communication in customer service
- the principles of personal performance and development
- the principles of working in a business environment
- working with others in a business environment



**Highfield**

Approved Highfield Centre

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