MARKETING MATERIALS FOR YOU
PLACE YOUR LOGO HERE

Highfield Level 2 Diploma in Customer Service Skills (RQF)

QUALIFICATION NUMBER: 603/4687/5

WHO REQUIRES THIS QUALIFICATION?

This qualification supports the role in the workplace for 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.

WHY A HIGHFIELD QUALIFICATION?

Highfield is the leading provider of regulated compliance qualifications in the UK, certificating over 350,000 learners a year. We're extremely proud to be a Highfield-approved centre and offer industry-recognised qualifications that will enhance your career prospects.

COURSE DATES Replace this text with YOUR COURSE DATES

BOOK NOW Replace this text with YOUR BOOKING INFORMATION

2 LEVEL

CUSTOMER SERVICE FACT SHEET

ASSESSED BY PORTFOLIO OF EVIDENCE

Insert Course Duration

REGULATED BY:

- OFQUAL
- CCEA
- QUALIFICATIONS WALES

WHAT DOES THE QUALIFICATION COVER?

Topics include:

- delivering customer service
- understanding customers
- the principles of customer service
- understanding employer organisations
- managing personal performance and development



Highfield Qualifications
Approved Highfield Centre

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