
Highfield Level 2 NVQ Certificate in Customer Service (RQF)

QUALIFICATION NUMBER: 600/5469/4

WHO REQUIRES THIS QUALIFICATION?

The objective of this qualification is to prepare learners for employment and 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 communicating effectively with customers, making customer service personal and dealing with customers face to face.

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**

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CUSTOMER SERVICE FACT SHEET



ASSESSED BY PORTFOLIO
OF EVIDENCE



REGULATED BY:

OFQUAL

CCEA

QUALIFICATIONS WALES

WHAT DOES THE QUALIFICATION COVER?

Topics include:

- identifying customers and their characteristics and expectations
- identifying an organisation's services and products
- how to communicate using customer service language
- customer service practice and procedures
- following the rules to deliver customer service



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