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# Highfield Level 2 Diploma in Customer Service (RQF)

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**QUALIFICATION NUMBER: 601/4026/4**

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## 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.

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## COURSE DATES

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## BOOK NOW



## CUSTOMER SERVICE FACT SHEET



ASSESSED BY PORTFOLIO  
OF EVIDENCE



REGULATED BY:

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**QUALIFICATIONS WALES**

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## 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

