









# Highfield Level 2 Award in Customer Service Course

The Highfield Level 2 Award in Customer Service Course is a one-day course designed for those in a customer service role, whether face-to-face or on the telephone. It is suitable for all industries. The qualification covers the principles of customer service including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques as well as ways to deal with problem customers.


## Who is the Highfield Level 2 Award in Customer Service Course for?

-  All staff members who have a customer facing role, whether face-to-face, telephone or online
-  Anyone with an interest in customer service





## What is in the Highfield Level 2 Award in Customer Service Course syllabus?

-  Principles of customer service
-  How customer needs and expectations are formed
-  Interpersonal skills and appropriate behaviour required in the customer service environment
-  The principles of responding to customer problems or complaints




## How long does it take to complete the Highfield Level 2 Award in Customer Service Course?

-  This course is normally completed in one day




## What will be included in my Highfield Level 2 Award in Customer Service Course?

-  Training to national standards
-  Handouts and manuals for each learner
-  Exam fee
-  Certificates on successfully completing the course



## How is the Highfield Level 2 Award in Customer Service Course Assessed?

-  Written multiple choice examination
  -  60-minute examination at the end of the course
  -  30 questions. The pass mark is 66%

## How is the Highfield Level 2 Award in Customer Service Course certificated, or Accredited?

-  This course is an OFQUAL accredited qualification through Highfield Qualifications
-  Qualification Number **600/6685/4**
-  On successfully completing the assessment all learners receive an A4 certificate from Highfield Qualifications

## What routes for progression are there after my Highfield Level 2 Award in Customer Service Course?

-  You Make the Difference – Principles of Customer Service Course
-  Team Leadership Course



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