

<b>Qualification title:</b>	OCR Level 1 Certificate in Customer Service		
<b>Qualification number:</b>	601/3459/8	<b>Credit value:</b>	23
<b>An overview of this qualification</b>	<ul style="list-style-type: none"> <li>• The OCR Level 1 Certificate in Customer Service allows you to evidence the basic knowledge, competence and skills that employers would expect of someone operating in a role that involves dealing directly with customers. It is appropriate for you if you want to gain the basic knowledge and skills needed for a career in customer service.</li> <li>• The qualification contains both knowledge units and competence units in a single qualification, supporting you to evidence knowledge of, and competence in, a customer service job role. You will develop a portfolio of evidence that meets the assessment criteria in your chosen units. The units encompass a broad range of competencies from the customer service sector allowing you to contextualise the qualification to your own role or the role that you would like.</li> <li>• You will complete: <ul style="list-style-type: none"> <li>○ five mandatory units, three of which are knowledge units and two competence units. These cover: understanding working in a customer service environment, communication in customer service, principles of personal performance and development, principles of working in a business environment and working with others in a business environment.</li> <li>○ optional units that you can match to the needs of your identified job role. These include: recording details of customer service problems, dealing with customer queries, requests and problems, communicating with customers, processing information about customers and managing time and workload.</li> </ul> </li> <li>• Each unit within the qualification has a credit size allocated. You must achieve 23 credits in total consisting of 14 credits from the mandatory units and 9 from the optional units.</li> <li>• Minimum amount of vocational learning = 23 credits</li> <li>• Maximum amount of vocational learning = 23 credits</li> </ul>		
<b>Entry requirements</b>	There are no formal entry requirements for the qualification. However, it is anticipated that you will have the opportunity to demonstrate customer service skills in a work context.		
<b>Age restrictions</b>	This qualification is intended for learners aged 14 years and over.		
<b>Is this qualification right for me?</b>	<p>This Level 1 certificate size qualification provides an opportunity to gain the basic knowledge and skills needed for a career in customer service or in a job that involves dealing directly with customers.</p> <p>The primary purpose of this qualification is to confirm that you are</p>		

	<p>competent in a specific job role. It will enable you to undertake a learning programme to confirm competence in a customer service job role. It targets the key knowledge, competence and skills that employers would expect of someone operating in a role that involves dealing with customers as a focus.</p> <p>The qualification sits within a suite of Customer Service qualifications that allow for natural progression from Level 1 to Level 4. The qualifications at Levels 1-3 contain a number of specific knowledge only units along with competence units, with the Level 4 NVQ qualification containing only competence units. The qualifications also come in different sizes:</p> <ul style="list-style-type: none"> <li>• Certificates allow you to evidence a <b>range</b> of skills, knowledge and competence relevant to your role</li> <li>• Diplomas allow you to evidence a <b>breadth</b> of skills, knowledge and competence relevant to your role</li> </ul> <p>This specific size, type and level of qualification might be right for you if:</p> <ul style="list-style-type: none"> <li>• would like a shorter course of 143 guided learning hours (GLH)</li> <li>• would like a course that can be tailored to your specific requirements</li> <li>• would like to confirm that you are competent in a specific Customer Service role</li> <li>• are unemployed and considering employment within this area</li> <li>• are employed and would like to confirm competence in your specific job role</li> <li>• wish to gain a Level 1 qualification to support further study in Further Education (FE) in any other sector or subject area.</li> </ul>
<p><b>How could I progress from this qualification?</b></p>	<p>The primary purpose of this qualification is to confirm that you are competent in a specific job role such as:</p> <ul style="list-style-type: none"> <li>• Trainee Receptionist</li> <li>• Customer Service Admin Assistant</li> <li>• Customer Care Assistant</li> <li>• Retail Assistant</li> <li>• Trainee Customer Service Executive.</li> </ul> <p>You may want to take the OCR Level 1 Certificate in Customer Service if you are thinking about, or working in, a job that involves dealing with customers and you want to gain the skills, knowledge and competence for this.</p> <p>Achievement of this qualification allows you to evidence the knowledge, competence and skills that are relevant to your role or the customer service role that you would like. The choice of units allows you to match the qualification to the needs of this role.</p> <p>Alternatively, this qualification supports progression to further learning.</p>

	<p>You could progress to other qualifications suitable to your level of experience and autonomy, such as the:</p> <ul style="list-style-type: none"><li>• <a href="#">OCR Level 2 Diploma in Customer Service</a> (QCF) – Combined Knowledge and Competence Qualification</li><li>• <a href="#">OCR Level 2 NVQ Certificate in Customer Service</a> (QCF) - Competence Qualification</li><li>• <a href="#">OCR Level 2 Certificate in Principles of Customer Service</a> (QCF) – Knowledge Qualification</li></ul>
<b>Support</b>	<p>A number of employers from across the Customer Service sector were involved in consultations with Skills CfA when developing this qualification.</p> <p>In addition, the following employers directly support OCR's qualification, recognising it as valuable for their employees:</p> <p>Broadland District Council Centenary Lounge McKechnies Fayair BaxterStorey Ltd</p>
<b>Further information</b>	<p>To find out more about the OCR Level 1 Certificate in Customer Service please refer to the Centre Handbook available on the OCR website: <a href="http://www.ocr.org.uk/Images/176728-centre-handbook.pdf">http://www.ocr.org.uk/Images/176728-centre-handbook.pdf</a></p> <p>If you have any other queries please contact: <a href="mailto:vocational.qualifications@ocr.org.uk">vocational.qualifications@ocr.org.uk</a></p>
<b>About us</b>	<p>OCR is a leading UK awarding body. We provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes.</p> <p>Our general and vocational qualifications equip learners with the knowledge and skills they need for their future, helping them achieve their full potential.</p>