



Qualification Specification

603/5291/7

iCQ Level 1 Award in Principles of Customer Service

Qualification Details

Title : iCQ Level 1 Award in Principles of Customer Service
Awarding Organisation : iCan Qualifications Limited
Fees Price List Url : https://icanqualify.net
Qualification Type : RQF
Qualification Level : 2
Regulation Start Date : 25 November 2019
Offered In England : Yes
Offered In Wales : No
Offered In Northern Ireland : No
Assessment Language In English : Yes
SSA : 15.2 - Administration
Purpose : Occupational Qualification
Total Credits : 4
Min Credits at/above Level : 4
Total Qualification Time : 40
Guided Learning Hours : 30
Overall Grading Type : Pass
Assessment Methods : Portfolio of Evidence
Structure Requirements : To achieve this qualification learners must complete the mandatory unit.
Age Ranges : 16-18; 19+
Qualification Objective : The purpose of this qualification is to give learners the knowledge that they need to commence work in a customer service environment.
Progression : Level 2 Principles of Customer Service or Level 2 Diploma in Customer Service
Prior Knowledge, Skills, Understanding : None Required
Prior Qualifications Required : None



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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
All) All Groups	No	0	0	0	0	0
A) Group A Mandatory Unit	Yes	1	1	1	4	4

Group A Group A Mandatory Unit

URN	Title	Level	GLH	Credit
R/617/8850	Customer Service Principles	1	30	4

Unit: R/617/8850 : Customer Service Principles**Know how to provide customer service****Knowledge**

- 1 Describe different types of customers
- 2 Explain how to identify the needs of customers
- 3 Define the term 'customer satisfaction'
- 4 Explain the meaning of 'customer expectations'

Understand how to communicate with customers

- 1 State methods of communication that can be used when dealing with different customers
- 2 State the type of questions to use when dealing with different customers
- 3 Describe positive and negative body language and facial expression
- 4 State how the customers' body language impacts on customer service
- 5 State how own body language can impact on customer service

Know how to provide good customer service

- 1 State the importance of providing products and services which are 'fit for purpose'
- 2 State the importance of customer and organisation confidentiality
- 3 State the limits of own authority

Know how to deal with customer queries, problems and complaints

- 1 Describe the differences between a customer query, a customer problem and a customer complaint
- 2 State how to deal with customer queries
- 3 Describe common customer problems and complaints
- 4 State how to deal with problems and complaints