

# LETS Level 1 Certificate in Principles of Customer Service (RQF)

## Qualification summary

The Level 1 Certificate in Principles of Customer Service (RQF) is designed to allow you to learn, develop and practise the skills and knowledge required for employment within the customer service sector, from call centres and banks to hair salons. This qualification covers the skills and knowledge required by you to deliver reliable customer service through an understanding of:

- customer expectations and needs
- the delivery of customer service in line with organisational procedures
- dealing effectively with customer queries, problems and complaints

This qualification does not require you to have any prior qualifications or levels of prior learning. There is no minimum age requirement for this qualification.

If you feel that you only need a basic understanding of customer service then you could choose to do the Level 1 Award in Principles of Customer Service (RQF).

Having completed this qualification, you can progress on to the Level 2 Diploma in Customer Service (RQF) which is also designed to help meet the needs of learners who work in a range of job roles within the customer service sector, such as, but not limited to:

- Customer service adviser
- Contact centre operative
- Customer support assistant

This qualification will also provide you with a foundation to enable progression onto the Intermediate Apprenticeship in Customer Service.

## Qualification structure

A minimum total of 13 credits must be achieved to gain the qualification as follows:

Group M - all 5 credits

Group A - a minimum of 8 credits

A minimum of 7 credits must be at Level 1

Guided Learning Hours (GLH) are 109

Total Qualification Time (TQT) is 130

**47 Frederick Street, Jewellery Quarter,  
Birmingham, B1 3HN**

**P: 0121 638 0825**

**E: [info@learner-engagement.co.uk](mailto:info@learner-engagement.co.uk)**



# LETS Level 1 Certificate in Principles of Customer Service (RQF)

## Group M - mandatory units

RQF unit no.	LETS unit no.	Level	Unit title	Credit value	Barred unit (s)
R/601/6071	CSP02	1	Apply legislation, regulation and organisational procedures for customer service	3	
M/601/6076	CSP03	1	Working in customer service	2	

## Group A - optional units

RQF unit no.	LETS unit no.	Level	Unit title	Credit value	Barred unit (s)
A/601/6047	CSP04	Entry 3	The importance of appearance and behaviour in customer service	2	CSP14
J/601/6052	CSP05	Entry 3	Legislation, regulation and procedures to follow in customer service	2	CSP02
R/601/6054	CSP06	Entry 3	Understand how to deal with queries and requests	3	CSP15
D/601/6056	CSP07	Entry 3	Communicate customers' problems with others	2	CSP16
K/601/6058	CSP08	Entry 3	The customer service job role	2	CSP03
M/601/6059	CSP09	Entry 3	Handling telephone calls from customers	2	CSP17
M/601/6062	CSP10	Entry 3	Communicate effectively with customers	2	CSP18
A/601/6064	CSP11	Entry 3	Effective relationships with customers and colleagues	2	CSP19
F/601/6065	CSP12	Entry 3	Introduction to customer service	2	CSP20
L/601/6067	CSP13	Entry 3	Working in a customer focused way	2	CSP21
R/601/6068	CSP14	1	Create a good impression to customers	2	CSP04
H/601/6074	CSP15	1	Deal with queries and requests	2	CSP06
K/601/6075	CSP16	1	Record and communicate customer problems	2	CSP07
T/601/6077	CSP17	1	Answer telephone calls from customers	2	CSP09
A/601/6068	CSP18	1	Positive communication with customers	2	CSP10
F/601/6079	CSP19	1	Contribute to effective customer service	2	CSP11
T/601/6080	CSP20	1	The customer service experience	2	CSP12
A/601/6081	CSP21	1	Work in a customer-friendly way	2	CSP13

47 Frederick Street, Jewellery Quarter,  
Birmingham, B1 3HN

P: 0121 638 0825

E: [info@learner-engagement.co.uk](mailto:info@learner-engagement.co.uk)

