



OCN London Sample Course Details

Course Title

Intensive Customer Service Training (Level 1)

OCNLR Qualification Title

Title	Qualification No.	Credits	GLH
OCNLR Level 1 Award in Employability	600/8274/4	7	56-74
<p>Learners must achieve a minimum of 7 credits.</p> <p>4 credits must be taken from the Mandatory units and a minimum of 3 credits from the Optional units.</p> <p>Click here for the Qualification Guide</p>			

Selected Units from above qualification

	Unit Title	Unit Level	Credit Value	Unit Code
1	Working as a Team (mandatory)		1	HC4/1/LQ/003
2	Customer Care		2	BA3/1/LQ/001
3	Communication Skills in Preparing for Work (mandatory)		2	HC4/1/LQ002
4	Oral Presentation Skills (mandatory)		1	AF3/1/LQ/001
5	Responsible Work Practice		2	HC4/1/LQ/006