Qualification Title: GQA Level 2 Certificate in Customer Focused Field Based Door Canvassing

Qualification Number: 600/8269/0

Qualification Specification

# Who is this qualification for?

This qualification has been developed specifically for individuals who carry out field based door canvassing and market research for and on behalf of Safestyle.

Candidates for this qualification will need to comply with the relevant legislation applicable to their job role, contribute to Company objectives, follow Health and Safety guidelines and have an understanding of the Organisation in addition to the specific duties involved in their day to day work activities.

This qualification is at Level 2 and should be taken by those who are fully trained to deal with routine assignments. Candidates should require minimum supervision in undertaking the job.

# Entry requirements

There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to gain the qualification successfully.

# Qualification support

This qualification has been designed and developed by GQA Qualifications with the support of Safestyle.

# Regulatory information

|  |  |
| --- | --- |
| Countries offered in:  | England  |
| Qualification type: | Occupational Qualification |
| Subject/sector areas  | Building and construction |
| Qualification operational start date:  | 01-Mar-2013 |
| Qualification review date:  |  |
| Applicable age ranges (years):  | 16-18, 19+ |

# Further information

Further information about this qualification can be obtained from: [www.gqaqualifications.com/qualifications](http://www.gqaqualifications.com/qualifications)

You can also contact GQA Qualifications directly at:

GQA Qualifications Ltd, Unit 1, Provincial House, Sheffield S4 7WW.

Tel 01142 720033, email to info@gqaqualifications.com

# Qualification achievement

This qualification is made up of 6 mandatory units with a total credit value of 35 credits.

GQA qualifications are made up of units that have a credit value or credits. These credits must be achieved in the correct combination of mandatory and optional units. Qualifications are now required to indicate the total qualification time (TQT), this is to show the typical time it will take someone to attain the required skills and knowledge to meet the qualification criteria.

The units of assessment set out learning outcomes which describe what learners need to be able to do and understand. The learning outcomes are defined by assessment criteria which are used to assess competence, expressed as skills achieved and learned knowledge and understanding, to achieve the units. Achievement of the mandatory unit and optional units will mean the qualification has been completed and will be subject to approval of a claim for certification. GQA Qualifications will issue a certificate complete with the learner’s name, the qualification and unit titles and the credits achieved.

# Qualification Structure

|  |  |
| --- | --- |
| **Qualification Title:**  | GQA Level 2 Certificate in Customer Focused Field Based Door Canvassing |
| **Qualification Number (QAN):** | 600/8269/0 |
| **Total Credits:** | 35 |
| **Total Qualification Time (TQT):** | 350 |
| **Guided Learning Hours (GLH):** | 231 |
| Learners must achieve all mandatory units.  |
| **Mandatory units**  |
| **Unit number**  | **Title**  | **Level** | **Credit** |
| L/504/5087 | Canvassers Legal and ethical responsibilities-including CPR (Consumer Protection Regulations) | 2 | 7 |
| R/504/5088 | Understanding Safestyle's products, services and related information | 2 | 6 |
| Y/504/5089 | Understanding and delivering the Company Customer Service Standards | 2 | 5 |
| L/504/5090 | On-Door handling of customer queries and complaints | 2 | 7 |
| J/504/5086 | Door Canvassing-face to face | 2 | 9 |
| R/504/5091 | Health & Safety within the canvassing working environment | 2 | 1 |

# Assessment

The qualification must be assessed using the following assessment method:

* Portfolio of Evidence,
* Practical Demonstration/Assignment

Learners are required to achieve all learning outcomes within units of assessment. All assessment is subject to internal quality assurance within approved centres providing this qualification. External quality assurance of assessment and internal quality assurance within approved centres is provided by GQA Qualifications.