

Certificate

This is to certify that

FABIO ALEXANDRE DOS SANTOS FREIRE

Has been awarded the following Qualification:

ICQ Level 2 Certificate In Customer Service (RQF) 600/3423/3

The qualification attained is comprised of the following units:

Unit Title	Unit Level	Unit Number	Credit Value
Supporting the customer service environment	2	J/600/0658	7
Delivery of effective customer service	2	J/600/1003	6

..... A Total of 2 Units ,13 credits

Dennis Twomey, Chief Executive

Issued date: **13/09/2020**

Certificate number: **383610/1**

Regulated by



For more information see <http://register.ofqual.gov.uk>



Certificate

This is to certify that

FABIO ALEXANDRE DOS SANTOS FREIRE

Has been awarded the following Qualification:

ICQ Level 2 Certificate in Principles of Team Leading (RQF) 600/3775/1

The qualification attained is comprised of the following units:

Unit Title	Unit Level	Unit Number	Credit Value
Team Leading Responsibilities	2	A/602/1295	5
Managing yourself and providing direction to your team	2	F/602/1282	5
Communicating Information and Knowledge in the Workplace	2	T/602/1294	3

..... A Total of 3 Units ,13 credits

Dennis Twomey, Chief Executive

Issued date: **15/09/2020**

Certificate number: **383610/3**

Regulated by



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Certificate

This is to certify that

FABIO ALEXANDRE DOS SANTOS FREIRE

Has been awarded the following Qualification:

**iCQ Level 1 Certificate in Personal Development and Employability Skills (RQF)
601/3219/X**

The qualification attained is comprised of the following units:

Unit Title	Unit Level	Unit Number	Credit Value
Career Planning	1	K/504/3539	3
Planning for personal development	1	J/504/6464	3
Health and Safety in the workplace	1	A/501/4966	2
Preparation for work	0	A/502/0461	2
Searching for a Job	0	F/503/2806	1
CV Writing	0	J/601/0025	1
Interview Skills	0	Y/505/3189	1

..... A Total of 7 Units ,13 credits

Dennis Twomey, Chief Executive

Issued date: **15/09/2020**

Certificate number: **383610/4**

Regulated by



For more information see <http://register.ofqual.gov.uk>



Certificate

This is to certify that

FABIO ALEXANDRE DOS SANTOS FREIRE

Has been awarded the following Qualification:

ICQ Level 1 Certificate In Retail Knowledge (RQF) 601/3903/1

The qualification attained is comprised of the following units:

Unit Title	Unit Level	Unit Number	Credit Value
Understanding the business of retail	1	A/502/5756	1
Understanding the control, handling and replenishment of stock in a retail business	1	J/502/5808	2
Understanding how a retail business maintains health, safety and security on its premises	1	M/502/5804	2
Understanding how individuals and teams contribute to the effectiveness of a retail business	1	R/502/5780	2
Understanding the retail selling process	1	T/502/5805	2
Understanding customer service in the retail sector	1	T/502/5819	2
Understanding the handling of customer payments in a retail business	2	H/502/5797	2

..... A Total of 7 Units ,13 credits

Dennis Twomey, Chief Executive

Issued date: **13/09/2020**

Certificate number: **383610/2**

Regulated by



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