

BIIAB

Name of Regulated Qualification: BIIAB Level 1 Certificate in Customer Service (QCF)

Level: 1

Ofqual Qualification accreditation number: 601/3733/2

Minimum credits (Size): 23

BIIAB qualification code: CCS1

Overview

What is the main (primary) purpose of this qualification?

It confirms you are occupational competent in a specific job role (eg Customer Service Assistant).

Official purpose statement: Confirm occupational competence in a specific role

What other purposes does the qualification serve?

- This qualification allows you to gain and then show the skills and knowledge that are needed to work in the Customer Service sector, with considerable supervision.

Who is it for?

For people working, or who want to work, as an assistant or operative level in the Customer Service sector but who do not have a qualification to show their skills and knowledge.

How will the qualification help me meet its purpose?

The qualification has been developed by the Sector Skills Council for this sector, Skills CFA, and is recognised as the main qualification in the United Kingdom that shows that the person who has it is competent to work at this level. If you achieve the qualification then the certificate you receive will allow you to show and say that you are competent at this level.

Is this qualification at the right level of difficulty for me?

You should do a qualification at this level (level 1) if you feel that you are ready to use skills, knowledge and understanding to complete routine tasks, some of which may not be familiar to you, and you feel you are ready to take responsibility for your work.

If you feel that you are able to do all of the above but with some autonomy, and also the ability to address some problems and express judgement you should consider undertaking a Level 2 version of this qualification (such as the BIIAB Level 2 Diploma in Customer Service (QCF) 601/3734/4).

If you feel that this may be too difficult for you to do at this time you should look to do a similar qualification at Entry Level 3.

Is this qualification in an apprenticeship?

No.

How long will this qualification take me?

It will take you between 245 and 305 Guided Learning Hours (the number of hours where you will be given guidance, usually by a tutor, in order to achieve the outcomes). The exact number of hours will depend on which optional units you choose. Some additional time may be needed to assess you. Some people learn more quickly or are more experienced than others so it may take you longer or shorter than the guided amount.

Is this the right size qualification for me?

- You should do a qualification of this size (Certificate) if you need or want to undertake between 8 and 9 different areas of Customer Service.
- If you feel this is far too much at this time you should consider doing an Award sized Customer Service qualification.
- If you feel you want to undertake a larger qualification and can do so at a higher level, one is available at level 2 (the BIIAB Level 2 Diploma in Customer Service (QCF) 601/3734/4).

Do I need to do anything before taking this qualification?

- As part of the qualification you will need to show that you have the skills and knowledge to do the job in the workplace. As such you would need to have, or get, a job or work placement to complete the qualification. Your school, college, centre or training provider may be able to help you with this.
- You should have the ability to achieve the qualification (after learning and training).
- You do **not** need to have any other qualifications or pass any tests before undertaking this qualification.

At what age can I take this qualification?

The below details if the qualification is suitable for the following age-groups:

- Pre-16 : Yes
- 16-18 : Yes
- 19+ : Yes.

What does this qualification cover?

Overall: Knowledge, understanding and skills for a Customer Service worker at level 1.

Mandatory units: You will be assessed on the following areas:

- Understand working in a customer service environment
- Communication in customer service
- Principles of personal performance and development
- Principles of working in a business environment; and
- Work with others in a business environment.

Optional units: In addition, you can choose the additional optional areas you wish to be assessed upon. For full details please refer to the qualification handbook (available within [CentreZone](#)).

Framework: This qualification is accredited on the Qualifications and Credit Framework (QCF).

What could this qualification lead to?

The qualification allows you to show you have level 1 customer service knowledge and skills.

If, upon completion, you wish to proceed to a higher level then the following qualifications may be suitable for you:

- BIIAB Level 2 Diploma in Customer Service (QCF) (601/3734/4), or;
- Pearson BTEC Level 2 Diploma in Customer Service (QCF) 601/3424/0.

You could also choose to move onto do an Intermediate Apprenticeship.

It may also help you to get a job, to improve your performance and or get promoted.

What jobs could it help me do?

Some examples are:

- A Customer Service Operative
- A Customer Service Assistant.

Who supports this qualification?

This qualification is supported by the Sector Skills Council (SSC) for the Sector (Skills CFA). The letter of support is available [here](#).

This qualification is also supported for SFA funding by a number of providers including Admiral Taverns, Birmingham Midshires (part of Lloyds Banking Group), Castle Rock, Prezzo and Youngs. These letters of support are available from [here](#).

Official Regulated Purpose (for centre use):

Ofqual Purpose: D. Confirm occupational competence.

Ofqual SubPurpose: D1. Confirm competence in an occupational role to the standards required.