

BIIAB Level 1 Award in Principles of Customer Service

This strategy outlines the minimum standards for the training, delivery and assessment of the Level 1 Award in Principles of Customer Service qualification. Awarding organisations may specify additional requirements for their centres, as they consider necessary.

Training and delivery

To ensure consistency and quality of delivery across all awarding organisations and centres, the following instructions should be noted:

- Learners should complete a training course, which can be either tutor led or delivered online (e.g. through an approved e-learning course). Distance learning is also acceptable.
- Delivery of training, and course delivery materials, may be subject to review by the awarding organisation.
- Delivery should never be aimed at the content of an examination alone. Training directed toward any examination paper is totally prohibited.

The centre is responsible for quality assuring training delivery; the awarding organisation is responsible for verifying that the centre adheres to the agreed quality assurance requirements

Assessment

To ensure consistency and quality of the assessment process across all awarding organisations and centres, the following instructions should be noted:

- The Principles of Customer Service qualification must be assessed by a multiple-choice examination. The duration of the examination, along with details of the total marks available, and the required pass mark, are outlined below:

Qualification Title	Duration of exam	Total Marks	Pass Mark	Pass Threshold %	GLH	TQT
Level 1 Award in Principles of Customer Service	30 minutes	20	14	70%	10	10

Each Awarding Organisation is responsible for their chosen method of delivery and invigilation.