



**Qualification Guidance Document**

# **BIIAB Level 1 Award in Principles of Customer Service**

**England – 610/3734/5**

## About Us

At BIIAB Qualifications Limited we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

BIIAB Qualifications Limited have an on-line registration system to help customers register learners on its qualifications, units and exams. In addition, it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: [Skills and Education Group Awards Secure Login](#)

## Sources of Additional Information

The [BIIAB Qualifications Limited](#) website provides access to a wide variety of information.

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This document may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

## Specification Code

The specification code is A7063-01.

Issue	Date	Details of change
1.1	July 2023	Reformatted Qualification Guide into new branding
1.2	June 2025	Reformatted Qualification Guide into new branding



1.3	February 2026	Updated to new company branding
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This guide should be read in conjunction with the Indicative Content document which is available on our secure website using the link above.

## Contents

About Us .....	1
Sources of Additional Information .....	1
Copyright .....	1
Specification Code.....	1
Qualification Summary.....	4
Introduction.....	5
Pre-requisites.....	5
Qualification Structure and Rules of Combination .....	5
Aim .....	5
Target Group.....	6
Assessment .....	6
Overview of assessment strategy.....	6
Resources.....	7
Practice Assessment Material .....	8
Teaching Strategies and Learning Activities .....	8
Progression Opportunities .....	8
Tutor / Assessor Requirements.....	8
Language .....	8
Unit Details.....	9
Principles of Customer Service .....	9
Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies .....	11
Certification .....	12
Exemptions.....	12
Glossary of Terms .....	13

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

## Qualification Summary

<b>BIIAB Level 1 Award in Principles of Customer Service</b>	
<b>Qualification Purpose</b>	To prepare for further learning or training by developing knowledge and/or skills in a subject area.
<b>Age Range</b>	Pre 16 <input type="checkbox"/> 16-18 <input checked="" type="checkbox"/> 18+ <input checked="" type="checkbox"/> 19+ <input checked="" type="checkbox"/>
<b>Regulation</b>	The above qualification is regulated by Ofqual
<b>Assessment</b>	Multiple-Choice Examination
<b>Type of Funding Available</b>	See FaLA (Find a Learning Aim)
<b>Grading</b>	Pass/Fail To achieve a Pass grade, learners <b>must</b> achieve all the Learning Outcomes and Assessment Criteria in all the units completed
<b>Operational Start Date</b>	01/03/2024
<b>Review Date</b>	28/02/2027
<b>Operational End Date</b>	
<b>Certification End Date</b>	
<b>Guided Learning (GL)</b>	10 hours
<b>Total Qualification Time (TQT)</b>	10 hours
<b>Credit Value</b>	1
<b>BIIAB Qualifications Limited Sector</b>	Business Support
<b>Regulator Sector</b>	15.2 Administration
<b>Support from Trade Associations</b>	

## Introduction

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 1 Award in Principles of Customer Service	610/3734/5

## Pre-requisites

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

BIIAB Qualifications Limited expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

## Qualification Structure and Rules of Combination

### Qualification Title: BIIAB Level 1 Award in Principles of Customer Service

Learners must achieve a total of 1 credit from the mandatory unit listed below.

Unit Title	Unit Number	Level	Credit Value	GL
<b>Mandatory Group Minimum Credit Target - 1</b>				
Principles of Customer Service	F/651/0188	1	1	10

## Aim

This qualification has been designed for learners who wish to develop skills and knowledge in Customer Service at level 1.

The primary purpose of the qualification is to prepare for further learning. However, employers can also rely on the knowledge provided as meeting nationally recognised standards for Customer Service at this level and as such the sub-purpose is to develop knowledge in this subject area.

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status, please contact BIIAB head office.

## Target Group

This qualification is appropriate for use in the following age ranges:

- > Pre-16
- > 16-18
- > 19+

## Assessment

This qualification is assessed by external examination and requires internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

## Overview of assessment strategy

The Assessment Strategy has been designed in conjunction with an expert panel, and a steering group. All Centres must adhere to the designed assessment strategy for this qualification.

This qualification contains one knowledge unit, and this unit is externally set and marked by BIIAB Qualifications Limited. In order to assess formally the learners' knowledge, a **multiple-choice knowledge test** has been developed. For this qualification, the examination comprises of **20 Multiple Choice questions**. This can be taken online or on paper. The pass threshold for this award is 80%

therefore to achieve a pass grade learners must answer 14 questions correctly. You will be allocated **30 minutes** for the test.

If taken online, the tests are scheduled in our BIIAB Customer Management System and each learner in a cohort will sit a unique test. The online tests are marked automatically.

## **Assessment materials allowed**

### **Multiple Choice Questions Exam (Online)**

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use the online calculator if required.

### **Multiple Choice Questions Exam (Paper)**

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use a calculator if required.

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB Qualifications Limited will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment and will be based upon the achievement of all of the specified learning outcomes.

BIIAB Qualifications Limited will make every effort to ensure that it allows for assessment to:

- > be up to date and current
- > reflect the context from which the learner has been taught
- > be flexible to learner needs

Please refer to the [Instructions for the Conduct of Examinations and Other External Assessment](#) for further information.

## **Resources**

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- > Externally set assessment – Multiple Choice Exam
- > Purpose Statement
- > Learner Unit Achievement Checklist (LUAC)

All of these resources are available on request.

## **Practice Assessment Material**

BIIAB Qualifications Limited confirm that there is no practice assessment material for this qualification.

## **Teaching Strategies and Learning Activities**

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

## **Progression Opportunities**

The qualification allows for a number of progression routes to employment and into other areas of learning.

The recommended progression route is to the BIIAB Level 2 Certificate in Principles of Customer Service which focuses on the knowledge required to work in Customer Service roles at level 2.

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

## **Tutor / Assessor Requirements**

BIIAB Qualifications Limited require those involved in the teaching and assessment process to be suitably experienced and / or qualified. Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

## **Language**

This specification and associated assessment materials are in English only.

## Unit Details

<b>Principles of Customer Service</b>	
<b>Unit Reference</b>	F/651/0188
<b>Level</b>	1
<b>Credit Value</b>	1
<b>Guided Learning (GL)</b>	10
<b>Unit Summary</b>	This unit provides learners with knowledge and skills to provide knowledge to provide excellent customer service.
<b>Learning Outcomes (1 to 6)</b>	<b>Assessment Criteria (1.1 to 6.2)</b>
<b>The learner will</b>	<b>The learner can</b>
1. Know the importance of excellent customer service	1.1 State the meaning of customer service 1.2 State the importance of excellent customer service to an organisation, the employee and the customer
2. Know how to deliver excellent customer service	2.1 Identify the information necessary to meet customer needs and exceed expectations 2.2 State the standards of personal presentation and behaviour to maintain and attract new customers 2.3 Identify job roles within a team who are responsible for delivering customer service 2.4 Identify the advantages of planning a customer service journey
3. Know how to communicate in a customer service role	3.1 List the key steps in serving customers 3.2 State effective methods of communication to use when dealing with different customers

	3.3	Outline the needs and expectations of different types of customers
	3.4	State the key legislation and regulations that relate to the customer service role
	3.5	State the importance of rapport and building relationships with customers
4. Know how to deal with customer complaints	4.1	Describe how to recognise when a customer is about to make a complaint
	4.2	Describe how to act professionally and to effectively communicate with a customer making a complaint
	4.3	State the importance of ensuring the customer complaint has been resolved to their satisfaction
5. Know how to promote and sell products and services to customers	5.1	Explain the importance of product and service knowledge when selling
	5.2	State how to interpret buying signals
	5.3	Describe the selling techniques for selling on, selling up and suggestive selling
	5.4	Identify merchandising techniques for an organisation's product and services
6. Know the importance of working relationships in a customer service team	6.1	Describe how good working relationships contribute to good customer service
	6.2	Identify what leads to effective teamwork and the role you play within that team

## Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

BIIAB Qualifications Limited policy enables learners to avoid duplication of learning and assessment in a number of ways:

- > **Recognition of Prior Learning (RPL)** – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- > **Exemption** - Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within BIIAB Qualifications Limited qualification but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the BIIAB Qualifications Limited qualification to be achieved in order to determine its equivalence.
  - > Any queries about the relevance of any certificated evidence should be referred in the first instance to your centre's internal moderator and then to BIIAB Qualifications Limited.
  - > It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
  - > Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- > **Credit Transfer** – BIIAB Qualifications Limited may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
  - > Original certificates OR
  - > Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- > **Equivalencies** – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.



BIIAB Qualifications Limited encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from [bijab.co.uk/for-centres/](http://bijab.co.uk/for-centres/)

## **Certification**

Learners will be certificated for all units and qualifications that are achieved and claimed.

BIIAB Qualifications Limited policies and procedures are available on the website.

## **Exemptions**

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

## Glossary of Terms

### **GL (Guided Learning)**

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – ‘Would I need to plan for a member of staff to be present to give guidance or supervision?’

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- > Face-to-face meeting with a tutor
- > Telephone conversation with a tutor
- > Instant messaging with a tutor
- > Taking part in a live webinar
- > Classroom-based instruction
- > Supervised work
- > Taking part in a supervised or invigilated formative assessment
- > The learner is being observed as part of a formative assessment.

### **TQT (Total Qualification Time)**

The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.’ The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- > Researching a topic and writing a report
- > Watching an instructional online video at home/e-learning
- > Watching a recorded webinar
- > Compiling a portfolio in preparation for assessment
- > Completing an unsupervised practical activity or work
- > Rehearsing a presentation away from the classroom
- > Practising skills unsupervised
- > Requesting guidance via email – will not guarantee an immediate response.