

BIIAB

Name of Regulated Qualification: BIIAB Level 3 Diploma in Customer Service (QCF)

Level: 3

Ofqual Qualification accreditation number: 601/3735/6

Minimum credits (Size): 55

BIIAB qualification code: DCS3

Overview

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

It confirms you are occupational competent in a specific job role (such as a Customer Service Supervisor or Senior Customer Service Operative).

Official purpose statement: Confirm occupational competence in a specific role

What is the purpose of this qualification?

- This qualification allows you to gain and then show the skills and knowledge that are needed to work in the Customer Service sector at a high level and / or as a supervisor.
- It prepares to enter a specific sector, job role, and/or apprenticeship.

Who is it for?

For people working, or who want to work, at a Senior and / or Supervisory 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. It is a vocational qualification.

If you wish to undertake the Advanced Apprenticeship in Customer Service, either now or at a later date, this is the main component part of the Apprenticeship.

What is the minimum and maximum amount of learning that directly relates to a Customer Service Supervisor or Senior Customer Service Operative role?

The qualification requires you to undertake between 10 or 15 different areas of learning (known as units). Depending on the units you choose at least 9 and at most all of these areas relate directly to a Customer Service Supervisor or Senior Customer Service Operative role.

As such a **considerable majority** of your vocational learning will relate directly to a Customer Service Supervisor or Senior Customer Service Operative role.

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

You should do a qualification at this level (level 3) if you feel you can:

- identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity.
- take responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgment within limited parameters.
- be aware of different perspectives or approaches within an area of study or work.

If you feel that you are able to do all of the above and more and perhaps have a more managerial or strategic role then you may wish to consider undertaking a level 4 qualification such as the BIIAB Level 4 Diploma in Management (QCF).

If you feel that this qualification may be too difficult for you to do at this time you should look to do a Level 2 version of this qualification such as the BIIAB Level 2 Diploma in Customer Service (QCF).

Is this qualification in an apprenticeship?

Yes. This qualification is part of the Intermediate Level Apprenticeship in Customer Service. You may wish to do this qualification as part of the Apprenticeship, or on its own. You may wish to do the qualification on its own (eg outside of an Apprenticeship) if you:

- or your employer wants you to just do the qualification and **not** undertake a full Apprenticeship.
- do **not** qualify to undertake an Apprenticeship
- or your employer do **not** feel the need for you to undertake Functional Skills which are required as part of an Apprenticeship
- feel you will be unable to achieve the Functional Skills requirements but are able to, and still wish to, achieve a nationally recognised regulated qualification at this level.

How long will this qualification take me?

It will take you between 289 and 375 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 (Diploma) if you need or want to undertake between 10 or 15 different areas of Customer Service.
- If you feel this is far too much at this time you should consider focussing on select units from this qualification.

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 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.
- However, it may aid you if you have previously achieved the BIIAB Level 2 Diploma in Customer Service (QCF).

At what age can I take this qualification?

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

- Pre-16 : No
- 16-18 : Yes;
- 19+ : Yes

What does this qualification cover?

Overall: Knowledge, understanding and skills for a Customer Service worker at level 3.

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

- Organise and deliver customer service
- Understand the customer service environment
- Understand customers and customer retention
- Resolve customers' problems
- Principles of business

Optional units: In addition, you can choose the additional optional areas you wish to be assessed upon. If you work, or want to work as a Supervisor, you can focus on units covering this area. 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 3 customer service knowledge and skills.

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

- BIIAB Level 4 NVQ Diploma in Management (QCF) 601/4601/1
- Pearson Edexcel Level 4 NVQ Diploma in Management (QCF) 601/3401/X.

You could also choose to move on to do a Higher Level 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 Supervisor
- A Senior Customer Service Operative.

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), The AA, Prezzo and Youngs. These letters of support are available from [here](#).

Official Regulated Purpose (for centre use):

Ofqual Purpose D. Confirm occupational competence and/or 'licence to practice'

Ofqual Sub Purpose D1. Confirm competence in an occupational role to the standards required