

BIIAB

Name of Regulated Qualification: BIIAB Level 2 Diploma in Customer Service (QCF)

Level: 2

Ofqual Qualification accreditation number: 601/3734/4

Minimum credits (size): 45

BIIAB qualification code: DCS2

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 Agent).

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
- It prepares you to enter a specific sector, job role, and/or apprenticeship (eg the Intermediate Level Apprenticeship in Customer Service).

Who is this qualification for?

For people working, or who want to work, at an operational level in Customer Service and need 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 Intermediate Level Apprenticeship in Customer Service, either now or at a later date, this is the one of the main component parts of the Apprenticeship.

What is the minimum and maximum amount of learning that directly relates to a Customer Service Agent role?

The qualification requires you to undertake between 13 and 18 different areas of learning (known as units). Depending on the units you choose at least 10 and at most 16 of these areas relate directly to a Customer Service Agent role.

As such a **considerable majority** of your vocational learning will relate directly to a Customer Service Agent role.

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

You should do a qualification at this level (level 2) if you feel that you are ready to use skills, knowledge and understanding to complete routine tasks with some autonomy, some of which may not be familiar to you, and you feel you are ready to take responsibility for your work. You should also have the ability to address problems.

If you feel that you are able to some of the above but not all (eg perhaps you feel that you need supervision, and feel that you may not be ready to deal with problems you should consider undertaking a Level 1 version of this qualification (such as a BIIAB Level 1 Certificate in Customer Service (QCF) 601/3733/2).

If you feel that this may be too easy for you, perhaps you also supervise other team members you should perhaps look to do a similar qualification at Level 3 (such as the BIIAB Level 3 Diploma in Customer Service (QCF) 601/3735/6).

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 254 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 (Diploma) if you need or want to undertake between 13 and 18 different areas of Customer Service.
- If you feel this is far too much at this time you could 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.
- It may aid you if you have previously achieved the BIIAB Level 1 Certificate in Customer Service (QCF) 601/3733/2.

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 operative working at level 2.

Mandatory units: A learner undertaking this qualification will be assessed on the following areas:

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations, and;
- Manage personal performance and development.

Optional Units: In addition, the learner can select additional optional areas to undertake. 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 2 customer service knowledge and skills.

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

- BIIAB Level 3 Diploma in Customer Service (QCF) 601/3735/6
- Pearson BTEC Level 3 Diploma in Customer Service (QCF) 601/3478/1.

You could also choose to move on to do an Advanced Level Apprenticeship in Customer Service.

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

What jobs could it help me do?

You could work as a qualified Customer Service Agent.

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), Quality Metal Products Ltd, Prezzo and Youngs. These letters of support are available [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.