



Support customer service improvements

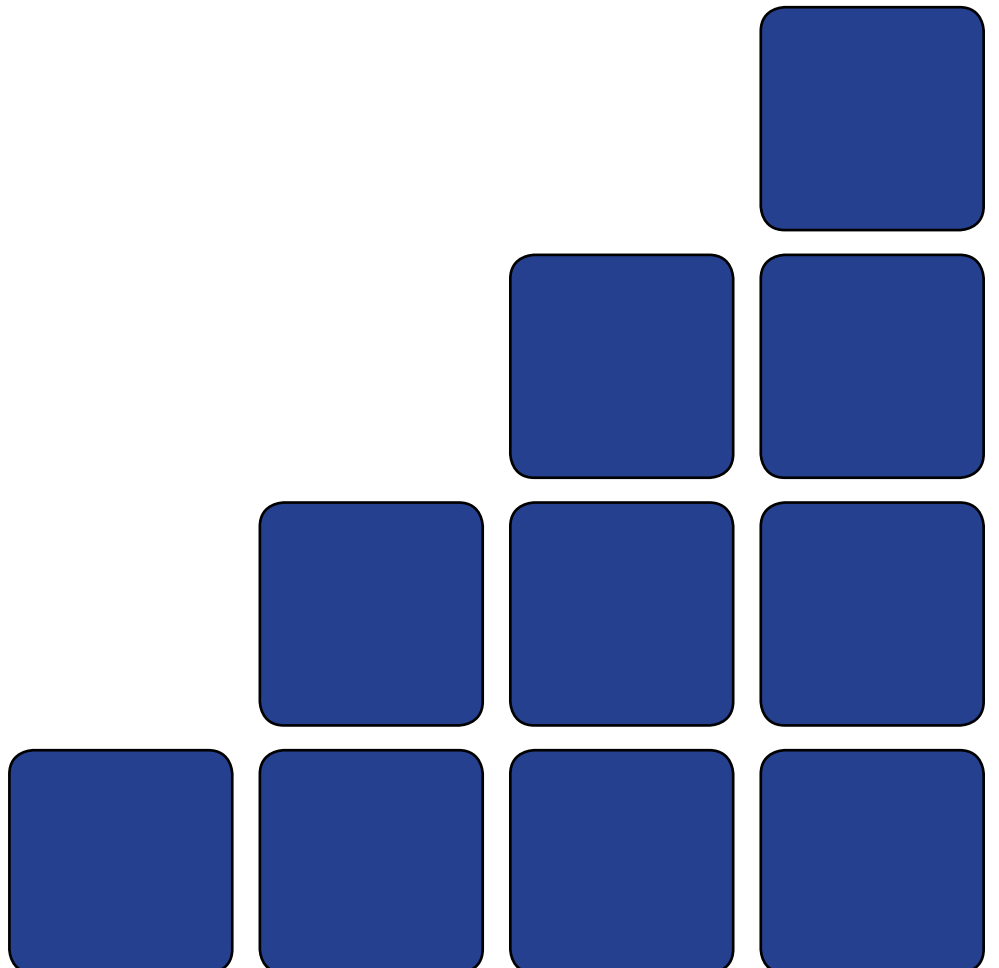
UBU33

T/506/2160

Learner name:

Learner number:

VRQ



UBU33

Support customer service improvements

The aim of this unit is to develop your knowledge on how to improve the service you provide. You will learn how to identify potential areas of improvement within the customer service environment that you work in. You will also learn how to make recommendations for the improvement and implement the agreed changes.

Level

2

Credit value

3

GLH

12

Observation(s)

0

External paper(s)

0



Support customer service improvements

Learning outcomes

On completion of this unit you will:

1. Understand how to support customer service improvements
2. Be able to identify the potential for improvements to customer service
3. Be able to support the implementation of improvements to customer service

Evidence requirements

1. *Knowledge outcomes*

There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

2. *Tutor/Assessor guidance*

Your tutor **must** refer to the '**Skills CFA Assessment Strategy**' when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

For guidance on the assessment material for some individual units please refer to the '**Assessment Guidance**'. This can be found on www.vtct.org.uk under the relevant qualification page.

3. *External paper*

There is no external paper requirement for this unit.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Relationship to National Occupational Standards

Customer Service (2013) National Occupational Standards:

- CFACSD2 Support customer service improvements

**This is not an exhaustive list.*

Knowledge



Learning outcome 1

Understand how to support customer service improvements

You can:	Portfolio reference
a. Describe different sources of information that may help identify ways of improving customer service	
b. Describe the constraints on suggesting improvements to customer service	
c. Explain the limits of your own authority in implementing improvements	



Learning outcome 2

Be able to identify the potential for improvements to customer service

You can:	Portfolio reference
a. Use information from a range of sources to understand the customer experience	
b. Identify potential areas where customer service could be improved from an analysis of information	
c. Make recommendations for improvement that are based on evidence from analysed information	



Learning outcome 3

Be able to support the implementation of improvements to customer service

You can:	Portfolio reference
a. Implement agreed improvements within the limits of your own authority	
b. Inform customers of improvements to customer service	
c. Identify the impact of improvements to customer service and feedback to relevant people	

Notes

Use this area for notes and diagrams