

<b>Unit Title:</b>	<b>Support customers using self-service equipment</b>
OCR unit number:	20
Level:	2
Credit value:	3
Guided learning hours:	18
Unit reference number:	H/506/2977

## Unit aim and purpose

This unit aims to develop the knowledge and skills required to support customers using self-service equipment. Upon completion of this unit, learners will be able to identify the help needed by customers using self-service equipment and consequently provide help to customers using self-service equipment.

Learning Outcomes	Assessment Criteria	Additional Guidance
<b>The Learner will:</b> 1 Understand how to support customers using self-service equipment	<b>The Learner can:</b> 1.1 Explain how the <b>self-service equipment</b> works 1.2 Describe problems that are commonly encountered by customers when using self-service equipment 1.3 Explain demonstration techniques to use when supporting customers using self-service equipment 1.4 Explain organisational procedures for the use of equipment and fault reporting	<b>Self-service equipment</b> is a machine that enables a customer to pay for purchases without direct input from the organisation's staff The explanation of <b>self service equipment</b> should be in relation to that used within the learner's own organisation
2 Be able to identify the help needed by customers using self-service equipment	2.1 Identify signs that show when a customer is having difficulty with the self-service equipment 2.2 Identify a style and level of intervention that meets customers' needs	
3 Be able to help customers to use self-service equipment	3.1 Maintain a professional, polite and approachable manner while monitoring customers' use of equipment 3.2 Use staff override functions to enable self-service equipment to be used by customers	

Learning Outcomes	Assessment Criteria	Additional Guidance
	3.3 Explain to customers how to use the equipment and complete the transaction 3.4 Report equipment-related errors and issues to the right person	

## Assessment

---

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

---

Skills CFA Assessment Strategy Competence units (S/NVQ)

## National Occupational Standards (NOS) mapping/signposting

---

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

Occupational standards	Unit number	Title
Customer Service (2013) National Occupational Standards:	CFACSD7	<ul style="list-style-type: none"> <li>Support customers using self-service technology</li> </ul>

## Additional information

---

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).