

Unit Title:	Deliver customer service whilst working on customers' premises
OCR unit number:	13
Level:	2
Credit value:	4
Guided learning hours:	20
Unit reference number:	T/506/2143

Unit aim and purpose

This unit aims to develop the knowledge and skills required to deliver customer service whilst working on customers' premises. Upon completion of this unit, learners will be able to deliver customer service whilst working on customers' premises.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how to deliver customer service whilst working on customers' premises	The Learner can: 1.1 Describe the preparations that need to be made prior to a visit 1.2 Explain the importance of being positive about the product and/or service 1.3 Explain organisational standards of presentation, behaviour and communication 1.4 Explain the purpose of advising customers why work cannot be carried out that has not been previously agreed 1.5 Explain how to identify possible risks relating to the work to be carried out 1.6 Explain the way in which legislation affects the work to be carried out	Risks are situations or hazards that could cause harm, danger or exposure to danger
2 Be able to deliver customer service whilst working on customers' premises	2.1 Identify themselves to customers 2.2 Take action to ensure that customers know when, why and for how long work will be carried out on their premises 2.3 Confirm with customers the nature of work to be carried out on their premises	

Learning Outcomes	Assessment Criteria	Additional Guidance
	2.4 Keep customers informed of progress, delays, variations to work to be carried out and follow up needed 2.5 Treat customers, their premises and property with consideration 2.6 Confirm that the customer is satisfied with the outcome 2.7 Maintain their own personal safety and security and that of customers whilst on customers' premises	

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.

Occupational standards	Unit number	Title
Customer Service (2013) National Occupational Standards:	CFACSB3	<ul style="list-style-type: none"> Deliver customer service on your customer's premises

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.