

Unit Title: Provide post-transaction customer service

OCR unit number: 22

Level: 2

Credit value: 5

Guided learning hours: 22

Unit reference number: K/506/2978

Unit aim and purpose

This unit aims to develop the knowledge and skills required to provide post-transaction customer service. Upon completion of this unit, learners will be able to provide post-transaction customer service.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand post-transaction customer service	The Learner can: 1.1 Explain organisational policies and procedures for post-transaction customer service 1.2 Explain the purposes and range of post-transaction activities 1.3 Explain the implications of sales contracts, guarantees and warranties to post transaction customer service 1.4 Explain how legislation and regulation affect customers' rights 1.5 Explain the advantages and disadvantages of post-transaction customer service programmes	Specific, relevant examples of legislation and regulation should be referred to and explained
2 Be able to provide post-transaction customer service	2.1 Implement a programme of planned post-transaction interventions in line with organisational guidelines 2.2 Use unplanned opportunities post-transaction to provide customer service 2.3 Identify reasons for contacting customers post-transaction 2.4 Confirm customers' levels of satisfaction post-transaction	The learner should demonstrate that they are able to <i>recognise</i> unplanned opportunities and take appropriate action to provide customer service over and above what would normally be expected

Learning Outcomes	Assessment Criteria	Additional Guidance
	2.5 Make recommendations to decision makers to enhance customer satisfaction 2.6 Present a professional and helpful image	

Assessment

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

Guidance on assessment

AC1.1 - Policies and procedures explained should be in relation to the organisation where the learner carries out post-transactional customer service (LO2).

AC1.3 - Where possible the explanation should be in relation to sales contracts, guarantees and warranties provided by the organisation.

AC2.1 - The programme of planned post-transaction interventions should consist of a series of interventions carried out over time.

AC2.5 - The learner should demonstrate that they actively consider ways of enhancing customer satisfaction and make recommendations which are feasible within their real work environment. Learners should make more than one recommendation over time.

Skills CFA Assessment Strategy Competence units (S/NVQ).

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 .