

<b>Unit Title:</b>	<b>Use service partnerships to deliver customer service</b>
OCR unit number:	12
Level:	3
Credit value:	3
Guided learning hours:	20
Unit reference number:	D/506/2167

## Unit aim and purpose

This unit aims to develop the knowledge and skills required to use service partnerships in the delivery of customer service. Upon completion of this unit, learners will be able to utilise this knowledge when delivering customer service within a customer service partnership.

Learning Outcomes	Assessment Criteria	Additional Guidance
<b>The Learner will:</b> 1 Understand the use of a service partnership in customer service delivery	<b>The Learner can:</b> 1.1 Explain the roles and responsibilities of the partners involved in a <b>service chain</b>  1.2 Explain the advantages and limitations of using a <b>service partnership</b>  1.3 Explain the use and value of formal and informal <b>service level agreements</b>	<b>Service chain</b> is sequence of services where, for each subsequent service, occurrence of the first/previous action/service is necessary  <b>Service partnership</b> can be formed when a minimum of two organisations or two departments of the same organisation combine in order to provide more effective customer service  <b>Service level agreement (SLA)</b> is part of a service contract where the service is formally defined
2 Understand ways of building relationships within a customer service partnership	2.1 Describe <b>effective communication</b> methods for dealing with service partners 2.2 Explain how to develop positive relationships with service partners	<b>Effective communication</b> may include: <ul style="list-style-type: none"> <li>• Actively listening</li> <li>• Being sensitive to body language</li> <li>• Acting in accordance with the guidelines and expectations of the organisation</li> </ul>

Learning Outcomes	Assessment Criteria	Additional Guidance
	2.3 Describe <b>negotiating techniques</b> for dealing with service partners  2.4 Describe actions that can be taken to resolve any conflict of interest with service partners	<b>Negotiating techniques</b> may include: <ul style="list-style-type: none"> <li>• Repeat contracts</li> <li>• Favourable working conditions</li> <li>• Discount rates</li> <li>• Security of tenure</li> <li>• Quid pro quo</li> </ul>
3 Be able to deliver customer service within a customer service partnership	3.1 Identify the levels of authority that exist within a service partnership 3.2 Keep service partnership colleagues up to date with progress, developments and issues that might affect the quality of delivery 3.3 Establish service procedures that are acceptable to all members of a service partnership 3.4 Agree with service partners priorities and resolutions relating to conflicts of interest 3.5 Identify areas for improvement from the analysis of a range of <b>sources of information</b>	<b>Sources of information</b> may include: <ul style="list-style-type: none"> <li>• Internal customers</li> <li>• External customers</li> <li>• Quality reports</li> <li>• Sales analysis</li> </ul>

## 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:	CFACSB9	<ul style="list-style-type: none"> <li>• Deliver customer service using service partnerships</li> </ul>

## Additional information

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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) .