Unit Title:	**Deal with customer queries, requests and problems**
OCR unit number:	17
Level:	1
Credit value:	3
Guided learning hours:	11
Unit reference number:	A/506/2113

Unit aim and purpose

This unit aims to develop the knowledge and skills required to deal with customer queries, requests and problems. Upon completion of this unit, learners will be able to deal with customer queries, requests and problems.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Know how to deal with customer queries, requests and problems	**The Learner can:** 1.1 List queries and requests that customers are likely to have 1.2 Describe how to identify customers' queries, requests and problems 1.3 Describe how to behave and communicate with customers who are dissatisfied 1.4 Describe the kinds of **behaviour** and communication that could make a situation worse 1.5 Describe when, why and from whom to obtain information or help 1.6 State to whom and when problems should be referred	**Behaviours** are actions and mannerisms towards others
2 Be able to deal with customers' queries and requests	2.1 Deal with queries and requests in a **professional way** 2.2 Provide customers with responses to their queries within the limits of their own authority 2.3 Obtain information or help when queries or requests cannot be answered 2.4 Keep customers informed of progress	A **professional way** would include dealing with queries and requests in accordance with organisational procedures and expectations. It may also include having a positive impact on the customer

© OCR 2014

Learning Outcomes	Assessment Criteria	Additional Guidance
3 Be able to deal with customers' problems	3.1 Identify the nature of customers' problems 3.2 Communicate with customers calmly and confidently 3.3 Resolve problems within the limits of their own authority 3.4 Brief colleagues when referring problems 3.5 Check that customers are satisfied with the actions taken 3.6 Adhere to **organisational policies and procedures**, **legal and ethical** requirements when dealing with customers' problems	Where possible, adherence to **organisational policies and procedures** should be confirmed by a line manager or experienced colleague. Learners should also be aware of *which* **legal and ethical requirements** affect their dealings

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	CFACSC1	• Recognise and deal with customer queries, requests and problems

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 .

© OCR 2014